

РЕПУБЛИКА МАКЕДОНИЈА
ЈАВНО ПРЕТПРИЈАТИЕ ЗА ДРЖАВНИ ПАТИШТА
Проект за рехабилитација на национални и регионални патишта

и

Проект за надградба и развој на патишта

Ex-ante и ex-post истражување на придобивките и оценка на влијанието
(квалитативна анализа на корисниците)

PUBLIC ENTERPRISE FOR STATE ROADS

REPUBLIC OF MACEDONIA

TERMS OF REFERENCE

CONSULTING SERVICES

Republic of Macedonia

National and Regional Roads Rehabilitation Project

Road Upgrading and Development Project

Ex-ante and Ex-post Beneficiary Survey and Impact evaluation
(Qualitative assessment of the beneficiaries)

Background

Road transportation infrastructure in the Republic of Macedonia is characterized by relatively high density, exceptions being highways. As a landlocked country, The Republic of Macedonia is particularly dependent on a well-developed road and rail network for its economic and social development. Key elements of his network are also part of the Trans-European transport network (Corridor X, which goes from Austria to Turkey, and Corridor VIII, which connects Albania with the Black Sea ports in Bulgaria). Since its independence, the main challenges facing the country have been to reduce the economic distance to markets and lower the costs of transportation arising from poor road conditions along Corridor X and major delays at key border crossing points. It is precisely the road transport network, which plays a critical role in the development of the economy, as it carries the bulk of the country's exports/goods (in the first two quarters of 2013, 93 percent of freight was carried on roads). An enhanced transport network would also contribute to poverty alleviation by providing better quality access to national and international markets of the rural population. A government priority is thus to upgrade and rehabilitate road infrastructure to improve future growth prospects.

The World Bank is currently supporting Macedonia's transport sector with two recently approved lending projects: i) The National and Regional Roads Rehabilitation Project (NRRRP) aimed at enhancing the connectivity of selected national and regional roads, primarily linked to Corridors X and VIII; and ii) the Road Upgrading and Development Project (RUDP) which focuses exclusively on Corridor VIII through a major upgrade of the east section of the corridor between Skopje and the border with Bulgaria.

Besides from a series of transportation-related outcomes, including time savings, reduced transport costs, and improved road safety, both of these projects are ultimately geared at alleviating poverty and boosting shared prosperity, the two corporate goals under the World Bank Group strategy. By removing transport bottlenecks in the national and regional road network, it is expected that poor and disadvantaged communities will enjoy higher connectivity allowing them to engage in regional value chains, thus creating possibilities for income generation. This is particularly the case for areas with notable agricultural production and areas close to already operating free economic zones.

Additionally, improved transport links should contribute to improving the living standards of citizens by providing safer, cheaper and more reliable access to education and social services. The rehabilitation of national and regional roads will bring better connectivity and safer roads to a catchment area of up to 1.2 million inhabitants. Main project beneficiaries include road users who would have improved connectivity to public amenities and services, reduced travel time, reduced vehicle operating costs, and reduced road crash risks. The present TORs focus on the perceptions, beneficiary feedback and expectations of road users exclusively.

Objectives

The main objective of this task is to assess ex ante and ex post perceptions, expectations, and livelihood outcomes, on different aspects, of the beneficiaries ¹for the proposed regional roads:

1. Rehabilitation on national road A3, section Bitola-Makzai;
2. Rehabilitation on the national road A3, section Resen – Bukovo;
3. Rehabilitation on the regional road 1105GP, section Nov Dojran-Nikolic;
4. Rehabilitation on the regional road R1402, section Mokrino-Smolare;
5. Rehabilitation on the regional road R2343, section Delcevo-Golak;
6. Rehabilitation on the state road A3, section Kocani-Delcevo;
7. Rehabilitation on the regional road R 2335 and R2336, section Lazani-Ropotovo-Crnaliste;
8. Rehabilitation on the state road R 2335, section Krivogastani-Obrsani-Vogani;
9. Rehabilitation on the regional road R1202, section Novo Selo-Bunec;
10. Rehabilitation on the regional road R1202, section Bunec-Mavrovi Anovi;
11. Rehabilitation on the regional road R1202, section Debar-Boskov Most;
12. Rehabilitation on the regional road R2233, section Brvenica-Cegrane;
13. Rehabilitation on the regional road R2249, section Melnicki Most-Centar Zupa and
14. Construction on express way A2, section Rankovce - Kriva Palanka.

Ex ante assessment will evaluate:

- (i) expectation of the beneficiaries (users of the roads to be upgraded and those living nearby) and solicit their views on the upcoming works for issues such as: safety, potential improvements that might have been omitted by the designers but are captured by users and are justifiable, expected impacts on the beneficiaries;
- (ii) propose and develop mechanism and instruments for beneficiary feedback during the works as well as after works maintenance etc. ;
- (iii) this analysis will also try to identify any project related issue that might have adverse impacts as perceived by the beneficiaries and address those.

Ex post assessment of the investment is to evaluate beneficiary perception of the project effects on the same issues discussed before the project as well as to evaluate any other project effects based on beneficiary perception. Through this practice the Public Enterprise for state roads will establish a practice for proactive engagement and dialogue with the beneficiaries and stakeholders with aim to improve the services provided.

Aspects to be assessed:

- Livelihoods – to what extent users expect improvement of household income, based on perception, (e.g. cheaper credit, cheaper agricultural inputs, employment opportunities etc ...) during the pre-project and whether some kind of livelihood improvement occurred since the upgrade of the road (project);
- Market Access – to what extent users expect that particular road upgrade will improve access to markets, based on perception, in nearby urban centers by farmers and other

¹ Sample of beneficiaries will be selected from the settlements, villages, and neighborhoods from the starting end point as well as from the settlements along the road proposed for rehabilitation or settlements with access leading to the road.

entrepreneurs for the reassessment, and whether that this project lead to expected improvements;

- Human Capital – to what extent users expect that the road improvement will boost population and improve access to key social services such as education and health facilities, based on perception, concentrated in urban areas for the pre-assessment and whether the access has improved after the road improvement;
- Road Safety – to what extent do beneficiaries believe road safety improvement is important for the pre- assessment and assess whether as a result of the works and other efforts road safety has been improved;
- Whether there were any unanticipated benefits that arise from the project and
- Whether there is/was adequate public awareness raising about the project.

Beneficiaries

Based on the instruments applied, results from the Road User Satisfaction Instrument under separate ToR and existing available measurements for the road users the consultant will provide information on number, disaggregated by gender, for the road users. The qualitative assessment will propose and apply methodology to assess satisfaction of the beneficiaries (road users of the proposed roads for rehabilitation) and come up with an estimate of - to what extent is the number of beneficiaries that express satisfaction

Scope of Services

There will be three main sources of data for this task:

(1) *Secondary Data (official statistics)* on the municipal level data such as new business start-ups, building permits issued, micro-projects financed, social assistance claims, unemployment and jobs created, school enrollment, road accidents and fatalities etc. will be collected/ Sources for these data will include line Ministries, state agencies, local service providers (schools, hospitals), local authorities, and statistics office.

(2) *Key informant and expert interviews.* A questionnaire will be designed and administered to capture changes described above before and after the project. Semi-structured questionnaire will be for elected officials, professional public servants, transporters and other professionals to be interviewed. A total of 3 to 5 semi structured interviews are expected per road. Exact location and selection of informants are to be agreed with PESR. The demonstration PSIA financed by the World Bank could be used as a base for development of the instruments Through a different ToR road user satisfaction survey will be applied at random users.

(3) *Focus group data (from groups of individuals)* located in the same villages surveyed as part of the environment and social assessment. Focus groups would serve to capture data that cannot be captured from official data sources or an interviews, such as anecdotal evidence on improvements resulting from the road (sense of optimism for the future) and the needs of distinct groups (e.g. women entrepreneurs, young people, the elderly etc.). At different locations, and at different points in time, such meetings could be organized with groups of men, women, and young people as a follow-up to the survey. At least two focus groups per sub-project, up to four will be organized. At least one focus group of all will be

comprised by women only. Other focus groups will be formed out of employed or unemployed members of communities as well as professionals from the transport sector. At least third of the focus groups will be comprised by the participants that match the profile of the bottom 40% as found in the PSIA, for demonstration purposes, related to the NRRRP financed by the World Bank.

The following stratification for each of the sub-projects is suggested:

- Employed Men in different productive activities (subsistence farmers, peasants, artisans and any other relevant for the studied area);
- Employed Women in different productive activities (subsistence farmers, heads of household, women hunters-gatherers, artisans);
- Unemployed men and women and
- Transport staff/operators/service providers utilizing the Roads to be rehabilitated.

Given the above mentioned classification, the total of focus groups for men and women employed by the most important economic sectors in the area is between 20-30, as there will be one of each kind in the municipalities:

	Municipality (settlement within catchment area) / X	Municipality (settlement within catchment area) Y	Municipality (settlement within catchment area) Z	Municipality (settlement within catchment area) A	Other Municipality in Catchment Area
Productive activities (Men)	X		X	X	X
Productive activities (Women)		X	X	X	X
Transport service provider			X		X
Unemployed		X			
Unemployed women	X				
Total					

Some of the questions that the focus group discussions would seek to address would be: -

- Will the project reduce transport costs and result in time savings for the affected communities?
- Has there been a reduction in road related accidents and fatalities along the rehabilitated roads?
- How the project will affect connectivity, mobility, accessibility, etc.?
- Will the project facilitate access to markets and jobs in the affected communities?

- Will there be improvements in public transport as a result of the improved roads?
- Will it be easier to get to schools and hospitals in isolated areas? Will poor people be able to take advantage of these accessibility improvements?
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Service related to capacity building

The consultant will work with the M&E specialist and PESR staff in the Environmental and Social Department, and will provide training for the M&E specialist to apply similar instruments in other projects financed by PESR budget or other sources of finance.

Resources

In order to gather the secondary data, it will be necessary to rely on the expertise of the sociologist/environmentalist and the monitoring officer working with the PIU. Key tasks that can be performed by the PIU sociologist /environmentalist might include:

- Collecting official data from relevant agencies and surveys;
- Finalizing the preparation of data collection instruments;
- Conduct focus groups in different locations along the road;
- Analyzing and report on the data collected.

In order to actually administer the survey, local University students could be hired as surveyors and for data entry. Bank task team members can provide support on survey design and data analysis.

Deliverables

1. Inception Report
2. Ex ante assessment report
3. Ex post assessment report
4. Final Report with policy recommendations and Dissemination of findings.
5. Monitoring instruments for future beneficiary assessments

Reports should be prepared in electronic form including a PPT presentation in Macedonian and English. Reports should contain a separate chapter that will analyze a perception of beneficiary by taking into consideration gender factor.

The report should include detailed sections summarizing desk-based research, profile of surveyed communities, data gathered in all surveyed road sections, main findings of consultations with the beneficiaries, policy recommendations, and an annex with some of the monitoring instruments that could be replicated in other interventions.

Reports should have a Web based application to present results in visual form and should be prepared to show results data from the Focus Groups and the individual interviews.

Timeline

The project will follow the investment loan and the completion will correspond with the completion of the loan.

The Inception report will be completed no later the 1 month from the Contract signing.

Ex ante assessment Report will be delivered within 4 months after the Contract signing and for all sub-projects that have not started

Ex post assessment Report will be delivered within 4 months after the completion of each rehabilitated project.

Draft Final Report will be delivered by the end of the contract and will be a sublimite of all findings (ex-ante and ex-post reports as well as policy recommendations) for above sub-projects.

Final Report will be delivered within 2 weeks after the provision of comments to the Draft.

Dissemination conference will be organized in PESR within 3 weeks after the acceptance of Final Report.

Procurement method and payment

Consultant will be selected under Consultant Qualification (CQ) method according the World Bank's *Guidelines for Selection and Employment of Consultants Under IBRD Loans and IDA Credits & Grants by World Bank Borrowers* (edition of January 2011).

Schedule of payments will be as follows:

	Deliverable	Date Due (from Contract Signing)	Payment (% of total of Contract Price)
1.	Inception Report	1 months	15
2.	Ex ante Assessment Report	4 months	25
3.	Ex post Assessment Report	34 months	20
4.	Draft Final Report	38months	15
5.	Final Report and Dissemination	40 months	25

Consultant Qualifications and other requirements

The core team should be comprised of Team Leader and Social Survey Specialist and other non-core noncore team members such as facilitators, interviewers, assistants.

Both the team leader and the social survey specialist should have relevant experience in design and measurement of transport-related and welfare outcomes through household surveys or qualitative research techniques.

The task team should have relevant experience designing and coordinating field work for large focus groups and in depth interviews with local government officials.

The team of consultants must have previous successful experience with carrying out socio-economic assessments or similar services, preferably in the road sector.

The Team Leader should be a Social Scientist or any other relevant profession; with at least 10 years total experience and with at least 5 years' experience years' experience of carrying out socio-beneficiary surveys/program evaluations. The consultant should have understanding of road rehabilitation practices and decentralization in Macedonia. The ideal candidate should have relevant experience in socio-beneficiary surveys/program evaluations assessments of national and regional roads. Fluency in spoken and written English and Macedonian in the team is required. The Social Specialist should have at least five years relevant experience.

The expected LOE (level of effort) for Team Leader is 6 months; LOE for the Social Specialist is 6 months.

Firm requirements and qualifications:

1. **General experience of the Consultant (firm(s)):**
 - (i) The firm has been registered at least five years from the date of publication of the REoI for the assignment
 - (ii) The firm has experience in carrying out surveys/program evaluations.
2. **Specific experience of the Consultant (firm(s)):**
 - (i) Experience in carrying out socio-beneficiary surveys/program evaluations.
 - (ii) The consultant should provide references to have carried out at least 3 (three) surveys of a similar nature and scope in the last 5 (five) years.
 - (iii) The consultants shall confirm availability of team of key experts with relevant experience in design and measurement of transport-related outcomes and the execution of road user satisfaction surveys and the traffic engineer/specialist for the quantitative survey ToR.
 - (iv) For the qualitative survey part of the ToR, the Consultant shall confirm availability of key experts to carry of socio-beneficiary surveys/program evaluations.
 - (v) List the suggested composition of the key experts and the minimum required qualifications of each.
3. **Experience in the region:** Knowledge of the local conditions of the transport sector in Macedonia and countries with similar conditions, as well as experience in EU member's countries would be an advantage.

Support by PESR to consultant

PESR will make available to the consultant sections from the municipalities project submissions and detailed designs relevant to the socio-beneficiary surveys/program evaluations assessments of national and regional roads. PESR will notify all sample municipalities about the upcoming research and will assist the consultant in making appointments with all relevant municipality officials as well as will assist in providing relevant data from pertinent central government institutions.

Reporting

An Inception report shall detail the proposed methodology operational aspects of doing the interviewing, work plan and municipalities and local communities to be interviewed. It will present any proposed additions to the TOR in light of the initial desk studies.

The Inception Report will be submitted electronically to PESR, and to the World Bank, no later than 21 calendar days after the Consultant commence the services. The comments of the PESR and World Bank will be transmitted to the consultant no later than 2 weeks after the date of submission of the Inception Report.

The Consultant will submit the Final Report to PESR, and to the World Bank. This Report will include as a minimum:

- Table of Contents and an Executive Summary;
- Summary of principal results of the assessment and recommendations including any suggestions for current similar investment programs;
- Detailed analysis of observations from the research.

All reports will be submitted in English and Macedonian language. Also, all reports will be transmitted electronically through E-Mail. The reports will use standard software (WORD, EXCEL, etc.).

Duration of the Assignment

The contract will be a framework contract that will last no longer than September of 2019. The duration of the framework contract will be approximately 3.5 years and will follow the cycle of the preparation and completion of each road rehabilitation section.