

Terms of Reference

Infrastructure and capacity assessment of selected OSSCs and Youth Centres

Background

The Urban Productive Safety Net and Job Project (UPSNJP) aims to support the Government of Ethiopia in improving the incomes of the urban poor and the labor market inclusion of disadvantaged urban youth. The Project has five components. 1. Expand the Urban Productive Safety Net to Improve the Urban Environment by providing public works and livelihood support to selected urban poor households, including refugees, in up to 83 cities. 2. Foster Urban Youth Employment by fostering the development of human capital (Subcomponent 2.1) and strengthening labor market intermediation (Subcomponent 2.2). 3. Strengthen Social Assistance and Services for the Urban Poor and Destitute by expanding direct income support to up to 83 cities and by providing reintegration services for homeless in up to 11 cities 4. Institutional Strengthening, Project Management and Monitoring and Evaluation which includes strengthening of the UFSJCA, MoLSA, JCC and ARRA to further build safety net systems and foster public private partnerships for livelihood development and jobs. 5. Contingent Emergency Response which is a zero-dollar component that will be activated and funded in case of a declared emergency that affects urban populations.

The Jobs Creation Commission (JCC) is a public and federal institution established under the Prime Minister Office in Ethiopia since 2019, with a mandate to govern, monitor, and coordinate all government and non-government efforts in creating jobs.

The Jobs Creation Commission works specifically on:

- (i) Identifying and designing new job creation opportunities;
- (ii) Building a coordination-platform for all job creation initiatives in Ethiopia;
- (iii) Developing and implementing sectorial jobs strategies;
- (iv) Formulating and adopting policies that favour job creation, private sector development, and the bridging of skill mismatch in the Ethiopian Labour Market.

The Public Employment Services National Roadmap Effective labour market intermediation and employment services represent a necessary component of a well-functioning labour market, in which workers can explore and develop their full economic potential. The Government of Ethiopia is currently working on a comprehensive reform of Public Employment Services (PES) to support the job search process and improve job readiness in Ethiopia.

The reform involves the establishment of a new PES structure with three levels of hierarchy: National Employment Agency, clusters/regional offices and job centres. The job centres will act as a single-window of service delivery for all job seekers either (i) looking for wage-employment or (ii) aiming to

start their enterprises or (iii) looking for employment overseas, and in addition, the job centres will provide (iv) services for employers.

The PES reform is composed of two components: rural and urban component. The implementation of the urban component will be done in two phases: the inception phase and the scale-up phase. The inception phase of the urban component of the PES reform is a part of the Urban Productive Safety Net and Job Project (UPSNJP) under Subcomponent 2.2. The core part of the inception phase will be the establishment of job centres and clusters/regional offices as a pilot in order to test different models of service delivery, reporting lines, and monitoring. The offices will be built using the existing physical infrastructure (the building and the physical assets of the office) and human resources of One-Stop Service Centers (OSSC), Youth Centers and PES Offices.

The available data about the existing infrastructure is limited. The data about the OSSCs includes information about the address of the office and some information about the number of staff, furniture, and equipment and about the access to the Internet. There is also information about the general adequacy of staff and equipment collected through a Capacity Gap Assessment. However, the available data does not include information about (i) the surface, layout, and condition of the building, (ii) accessibility and proximity of the building to the points of concentration of population (e.g., markets, tourist sites, malls etc.), (iii) quality and physical condition of the furniture, equipment, and vehicles, and (iv) education, experience, and skills of each of the staff member.

Therefore, before proceeding to the refurbishment of the offices for the pilot job centres, procurement of furniture and equipment, and allocation and training of staff, an assessment of the existing infrastructure is needed. The assessment will be carried out at all relevant offices, i.e., OSSCs, Youth Centres and PES Offices.

The assessment will be phased. The first phase of the assessment will include only offices in the cities selected for the pilot job centres. The following phases of the assessment will precede the roll-out phases of the PES reform, i.e., the assessment will be carried out in localities selected for the establishment of job centres in a particular roll-out phase.

The assessment will be carried out in two steps. The first step will include preparation of a questionnaire and the process of assessment of the offices (i.e., steps followed by the enumerators), preparation of a detailed list of offices to be included in the assessment, and preparation of a detailed timeline for the assessment. In the second step of the assessment, the survey will be conducted through visits to the sites.

Objective of the Assignment

The consultants will carry out an infrastructure and capacity assessment of the OSSCs and Youth Centres in cities/towns selected for the establishment of pilot job centers. The location and the approximate number of offices surveyed in each locality are presented in Appendix 1. A detailed list of the offices included in the survey and a roll-out strategy will be prepared by the consultants in close collaboration with the JCC during the first step of the assessment.

The specific assignment include assessment of: (i) condition of the office building (surface, layout, access to utilities and Internet etc.), (ii) accessibility of the office (accessibility using public

transportation, distance from areas of population concentration etc.), (iii) furniture, equipment, and vehicles (number, quality and their physical condition), (iv) human resources (number of staff, their education, experience and skills etc.). More detailed information about the data to be collected through the assessment can be found in Appendix 2. A questionnaire for the assessment of the existing infrastructure will be developed by the consultants in close collaboration with the JCC during the first step of the assessment.

Subsequently, the consultants will carry out the assessment through in-person visits to the offices following the roll-out strategy of the assessment.

Methodology and Sample Selection

The selection of the offices included in the assessment will be done by the JCC – all OSSCs located in the cities/towns selected for the establishment of pilot job centers, and all Youth Centre located in cities selected for the establishment of pilot job centers grade A will be included in the assessment. The consultants will be responsible for preparation of a detailed list of the offices (based on the information provided by the JCC), and preparation of a roll-out strategy specifying the date when each of the office will be surveyed.

The data about the offices will be collected through in-person visits to the offices using Computer-Assisted Personal Interviews.

Expected Deliverables

The mission of the service provider will be to carry out an infrastructure and capacity assessment of the selected OSSCs and Youth Centres. This includes:

1. Develop and submit an inception report, which contains methodology, timeline, and implementation plan for the assessment of the infrastructure and capacity of selected offices. At this stage, every office included in the study will be assigned a unique identification number. The inception report should be submitted two weeks from signing the contract.
2. Prepare and submit a questionnaire and data collection forms together with the inception report, two weeks from signing the contract.
3. Carry out the assessment through visits to the offices and Computer-Assisted Personal Interviews with the staff.
4. Prepare and submit to the JCC preliminary reports and datasets from the surveyed offices. The report and the dataset will include:
 - a. Information about the building and its location listed in Appendix 2 point 1 and 2
 - b. List of all furniture, equipment and vehicles with the information listed in Appendix 2 point 3
 - c. List of staff at each office with information about staff listed in Appendix 2 point 4
 - d. Other information agreed during the preparatory phase of the assessmentThe reports will be submitted every two weeks from the commencement of the assessment visits to the offices.
5. Prepare and submit to the JCC the final assessment report including all offices surveyed in the assessment. The report and the dataset will include:
 - a. Information about the building and its location listed in Appendix 2 point 1 and 2

- b. List of all furniture, equipment and vehicles with the information listed in Appendix 2 point 3
- c. List of staff at each office with information about staff listed in Appendix 2 point 4
- d. Other information agreed during the preparatory phase of the assessment

The final assessment report will be submitted two months from the first assessment visit to the offices, i.e., two and a half months since the commencement of the first step of the assessment.

Schedule of Activities

The first step of the assessment, i.e., the preparation of the questionnaire and assessment plan is expected to start on 15 May 2021 and be completed on 31 May 2021.

The second step of the assessment, i.e., the survey of the offices through visits to sites is expected to start on 1 June 2021. The data collected through the assessment will be communicated bi-weekly.

The final report from the assessment of all offices included in this phase of the assessment is expected to be delivered by 31 July 2021.

Table 1: Timeline of activities

#	Activity	# of weeks/ # of days	Indicative timeline (Weeks)											
			1	2	3	4	5	6	7	8	9	10		
1	Preparation and submission of inception report.	2 weeks	■	■										
2	Preparation of the questionnaire and assessment plan	2 weeks	■	■										
3	Survey of the offices through visits to sites.	8 weeks			■	■	■	■	■	■	■	■	■	■
4	Preparation and submission of draft reports.	1 day each				■		■		■				
5	Preparation and submission of the final report.	1 week											■	

Qualifications of Staff and Skills Required

The firm must have previous experience in data collection and surveys. The service provider shall make available for the project the following staff as a minimum:

- **Lead Data Collector (at least 2)**
 - At least five years of experience in conducting surveys of a scale and complexity similar to the one envisaged by this ToR
 - Fluency in Amharic and English required

- **Enumerators (at least 10)**
 - o At least two years of experience in data collection required
 - o Fluency in Amharic required

Inputs Provided by the Client

The JCC will provide:

- Information about the location of the offices to be included in the assessment and any data available to the JCC that can facilitate the assessment of the offices
- Information about the type of data that should be collected through the assessment. The service provider will be responsible for the development of a detailed questionnaire that will be used during the assessment. The questionnaire will be prepared in close collaboration with the JCC.

The JCC, in collaboration with other government Agencies/Ministries, will ensure that the staff of the offices included in the assessment are aware of the activities carried out by the service providers and that the services provider has access to appropriate facilities.

Payment Schedule

The payment for the assessment will be made in three instalments:

- The first instalment will be paid upon submitting the inception report, the questionnaire, and the data collection form – 10% of the total payment
- The second instalment will be paid upon completing the first half of the assessment visits to the offices and submitting the preliminary reports and datasets from that part of the assessment – 30% of the total payment
- The third instalment will be paid upon submitting the final assessment report – 60% of the total payment

Appendix 1: Estimated number of offices surveyed in the first phase of the assessment by locality

Location	OSSCs	Youth Centres
Amhara		
Gondar	13	4
Bahir Dar	12	6
Debre Tabor	4	
TOTAL Amhara	29	10
Dire Dawa		
TOTAL Dire Dawa	11	9
Harar		
TOTAL Harar	6	
Addis Ababa		
Addis Ketema	10	10
Arada	10	9
Gullele	10	11
TOTAL Addis Ababa	30	30
Oromia		
Adama	29	2
Bishoftu	7	5
Asela	4	
Eteya	1	
Haramaya	3	
Sebeta	2	
Shashemene	8	
TOTAL Oromia	54	7
SNNPR		
Awassa	11	5
Wolayita Sodo	6	
TOTAL SNNPR	17	5
GRAN TOTAL	147	61

TOTAL NUMBER OF OFFICES ASSESSED	208
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Appendix 2: Data collected through the assessment

The questionnaire for the assessment of the existing infrastructure will be developed by the service provider contracted to carry out the assessment, in close collaboration with the JCC. However, the broad categories of information that will be collected through the assessment are listed below.

1. Building:

- a. Surface and layout of the building (including which floor the office is on)
- b. The physical condition of the building (description and pictures of the building)
- c. Access to utilities
- d. Access and quality of Internet (reliably tested by the service provider)

2. Location of the building:

- a. Address of the building
- b. The exact location on the map (GPS coordinates)
- c. Accessibility of the building using public transportation
- d. Proximity to points of concentration (landmarks, markets etc.)
- e. Accessibility for people with disability
- f. Ease of finding the building

3. Furniture, equipment and vehicles

- a. Number of furniture, equipment and vehicles
- b. Quality and physical condition of furniture, equipment and vehicles (in case of equipment and vehicles – the year of production and model)

The information about the furniture, equipment and vehicles will be collected as a list of all items together with information about their quality, year of production, model and physical condition.

4. Staff

- a. Number of staff
- b. Gender and age of each staff
- c. Education level of each staff
- d. Experience and expertise of each staff, in particular, experience with providing public employment services
- e. Digital skills
- f. Language skills

The information about the staff will be collected as a list of all employees together with information about their age, gender, education, experience (in particular with the delivery of employment services) digital skills, language skills and other information to be determined at a later stage

The above-listed information will be collected through Computer-Assisted Personal Interviews.