

## **Minutes of the pre-bidding conference RFP/UNDP/KW/2018/03\_HIES**

Place: UN House, Diplomatic Square, Block 7A, Mishref (opposite to Gust University)

Date: 4 September, 2018

Time: 12:00 PM to 14:00 PM

Participants:

Chinara Israilova – Procurement Specialist UNDP

Abdulrahman Alramadhan – Project Procurement Officer UNDP

Bashar Marafie – Programme Associate UNDP

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### **I. Introduction**

UNDP Procurement Specialist welcomed all meeting participants. She then briefed all bidders that the purpose of this meeting is to help bidders to fully understand the key requirements in the RFP. Bidders can raise queries through Questions and Answers session. Minutes of this meeting will be posted on UNDP websites, so all bidders can download. In case bidders have queries after the pre-bid meeting, bidders should send queries to the contact person indicated in the RFP. Below are some key notes on preparing and submitting bid:

#### **1. Preparing proposal:**

- Proposal validity: 90 days from submission deadline
- Please refer to the evaluation criteria in the RFP for UNDP requirements while preparing proposal. Bidders should provide in their proposals relevant information, proof/evidence they have for each criterion.
- Templates are included. Bidders should follow templates.
- Please refer to Section 6 “Check list” to ensure all essential documents are included in the bid.

#### **2. Bid submission:**

- Submission deadline: 7 October 2018 (NY time) via e-tendering system.
- Financial proposal should be protected by password. The password details shall not be shared with Procurement or any other members until official request from Procurement Unit is received.
- During electronic submission prices should be indicated 1 USD, as tendering process is based on two stage evaluation. It means that technical proposals will be evaluated at the first stage, only those Suppliers that will pass and obtain minimum score point for technical evaluation of proposals will be requested to share passwords for Financial proposals. Thus, Financial proposals should be encrypted. Suppliers which fail to comply with this requirement will be immediately disqualified.
- No hard copies or electronic submissions via e-mail will be accepted. All offers should be submitted in via e-tendering system. Video link were shared via direct invitation e-mail sent out to all potential candidates. The detailed video on registration of bidders and upload of proposals is presented below. Please note that no paper-based proposals will be accepted. It is sole responsibility of Supplier to ensure timely and correct submission of proposals.
- The submission after deadline will be rejected.

### 3. Evaluation of proposals:

- Eligibility criteria provided in Section 4.
- The evaluation weight is distributed 70% for technical proposal and 30% for financial.
- The distribution of scoring for technical proposal is provided in "Section 4" p.23.
- The proposals that will pass technical evaluation will be considered for financial.
- Qualification requirements set forth for the company and minimum required qualified staff to be engaged under this assignment are provided in detail "Section 5".

### 4. Financial proposals:

- The financial proposal shall include professional fee of the core team. If some of the members is providing services from overseas, indicate that it will be from home country.
- The training expenses: shall be provided excluding the conference hall renting. The space will be provided by the CSB. The training expenses shall include: training services itself, development of training materials. As there will be large number of enumerators to be trained, it is expected that Supplier will split the total number of trainees into smaller groups and conduct trainings on data entry, data collection and etc.
- The salary of enumerators and supervisors shall be identified per month per each and indicating total number of personnel required. E.g. 100 (enumerators) \* 200 (KWD per month per person) = 20,000 KWD per month for 100 enumerators \* 10 months (duration of the engagement) = 200,000 KWD
- Catering services shall include: price per person and duration multiplied by number of participants.
- All costing indicated as lump sum shall have detailed breakdown explanation of the lump sum indicated.

## II. QUESTIONS/ANSWER SESSION

#	Query	Answer
1	What is passing score for technical proposal?	The passing score for technical proposal is 70% out of 1000 points allocated. The proposals that will fail to obtain minimum passing score will not be considered for financial evaluation stage.
2	How financial scoring will be distributed?	The cumulative evaluation method will be applied. The lowest technically compliant proposal will receive 300 points (30%) and other financial scores Lowest Priced Offer / Price of the Offer Being Reviewed x 100.
3	What is the estimated number of surveyors and supervisors?	The estimated number of surveyors and supervisors are indicated in Section 5 "Terms of Reference" p.31. It should be noted that it is rough estimation and actual number of surveyors and supervisors should be related to the actual methodology proposed. UNDP is providing the background information of previous surveys already conducted in Kuwait as sample, but it should not be considered as benchmark or reference to

		propose the same survey approach. It is expected that companies will propose its own methodology and approach for surveys considering requirements set forth e.g. country context, economy of the country, international standards and SDG goals in relation to Kuwait New Vision etc.
4	The methodology is proposed based on sampling plan if we choose for example Kish methods are tending to be more expensive, other methodologies are more flexible and sometimes invasive when you can choose the respondents next door, to choose 3 blocks or three doors next and this kind of sampling is lower and more cost effective. So, knowing the estimated budget will allow us to make the best proposal that will meet your requirements and address needs indicated in TOR.	<p>The previous survey exercise conducted in Kuwait is mentioned so that you will have a background understanding.</p> <p>It is competitive bidding process and hence, no information on estimated budget allocated for this procurement could not be released. The selected proposal will be not necessarily the cheapest, it will be combination of the technical responsiveness and price.</p>
5	So the company should propose the methodology and the number of people to be assigned? And then you will hold us responsible later on that these many people were proposed under bid and that the company supposed to engage indicated number of people?	Yes, of course. Since the company will be selected based on the proposal submitted it is expected that it will follow own submission. As each methodology requires different approach and different number of staff, we kept it open for the company to select the most effective methodology and most efficient approach in correlation to staff proposed under this assignment.
6	<p>In reference to the RFP for "Kuwait Household Income and Expenditure Survey", we have a question in relation to the last paragraph in "Section 5. Terms of Reference" on Page 30 where it says:</p> <p>"The Survey used to be conducted every five years to cover around 4000 households across Kuwait. The target population .....</p> <p>The data collection phase is a year-long divided into four rounds, each round to survey 1000 household ....."</p> <p>As per our understanding according to the statement above it means that the total number of surveys to be collected is 4000 at the end of the project term where every round (3 months) 1000 households survey need to be finalized. But, according to our experience, this defeats the purpose of the actual survey. The reason is, that the data from survey that shall be collected needs to determine the household income versus the expenses of that particular household during the different period of the year like summer vacations, back to school time, Ramadan time, exams period, winter period, summer period, etc... If 1000 households are</p>	<p>Over the years especially during 1986-1987, statisticians in Kuwait have often used the methodology for the <b>Household Income and Expenditure Survey</b>, using a representative sample of the Kuwaiti society. The methodology covered the seasonal income and spending patterns over a one-year period. The Sample Design experts, therefore, decided that a sample should cover an average of 4,000 families to be divided over four yearly cycles, each is three-months long.</p> <p>The following considerations have also been taken into account for dividing the core or the principal sample:</p> <p><b>General considerations</b></p> <p><b>1. Seasonal considerations</b> Considering the Family Spending Pattern which is seasonal in nature and that it varies from one month to another, the sample design often adopts a data collection process for a full-year period; i.e., the survey year.</p> <p><b>2. Dividing the sample into cycles</b> The sample is divided into four equal sub-samples that are similar in design and characteristics. Each sub-sample</p>

	<p>surveyed during the 3 month round and finalized within the same 3 months then their income and expenses will not be accurate for the rest part of the year. We understand that the total number of surveys to be collected in one year are 1000 households and the same 1000 households need to be visited during the different rounds in the year.</p> <p>We request you to please clearly explain this part of the RFP as we believe it is the core of the project and any ambiguity in this regard will directly result in disqualification of the proposals along with the huge impact it may lead to the overall pricing of the proposal based on wrong understanding of the paragraph</p>	<p>represents one of the four survey cycles; where the first cycle represents households whose income and expenditures statements had been completed during the period from January to March; the second cycle runs from April to June; the third cycle runs from July till September and the fourth cycle runs from October until December.</p> <p><b>Response to the Enquiry:</b>  Most surveys, specifically the Household Income and Expenditures Survey, rely on covering the most segment of the household over a one-year period and not on a quarter of the sample, as proposed by the service provider; i.e., 1,000 households.  There is also the factor of a possible impatience of the household with the one-year follow-up the process, that is proposed by the service provider when the family declines or suspends its participation in the survey, or when the family is no longer available (e.g., travels). Given this, there is an alternative methodology that is used here as an example where the households of the core sample are divided over a 12 months' period to reduce the period of data to be collected from the surveyed families.  The three-month period is a relatively reasonable duration; also, the collection of as much information on income and expenditure from the largest number possible of households is considered better for coverage purposes, considering statistical standards as decided on by the experts when selecting the sample for such surveys. Moreover, there are some other methodologies that are used in other countries. However, this is not the right time to discuss this matter further.  For more information on the survey methodology, please visit the website of the Central Statistics Bureau on <a href="https://www.csb.gov.kw/Default_EN">https://www.csb.gov.kw/Default_EN</a></p>
7	How the methodology will be evaluated?	The details of the methodology evaluation are presented in RFP p. 24. The evaluation will be conducted with technical consultants presence from UNDP and CSB.
8	It is assumed that all communications and data collection will be conducted through tools developed by the supplier and it should be compatible with existing CSB, in the TOR it is small part mentioned.	The company should procure and equip enumerators and supervisors with laptops, tabs, etc and develop application for data collection. Then this application along with all procured equipment should be handed over to CSB.

9	<p>We can develop a software dedicated for this work with very low costing, or we can develop application that is more expensive. There will be very big difference in both. First one, will be just meeting the requirements without ensuring that it will be compatible with existing system in CSB, it will be customized to the company's requirements. How the evaluation of this part of the proposal will be conducted, as it is very important and critical</p>	<p>The answer will be related to 2 parts: 1. Implementation of the survey is needs to be successful and efficient and within the security standard indicated in RFP</p> <p>The only thing required is to hand over all the raw data to CSB as well as all purchased (budgeted) tools. The company has the right to reserve the right for their own tools.</p> <p>There is no request to develop new application. Maybe the company has own application that is already in use. It is company's decision either to use existing application or to purchase off the shelf. The main requirements for the application will be to be efficient and significant for us. This software shall be handed over to CSB for own use. The rest is up to the supplier. UNDP is not enforcing any recommendations for the bidders to direct them to do certain job.</p>
10	<p>But there was a reference to "development of tools" in TOR</p>	<p>The TOR is referring to "Development of Survey tools according to programme need (Questionnaires/research guides)" and not application or software itself.</p>
11	<p>CSB currently has in-house system that is used, we need to have an information about the system in order to be able to develop the application?</p>	<p>The application will be used for survey only. The data shall be collected and stored by the company. Upon completion of the services it will be handed over to CSB as separate data base not migrated with existing. The whole survey will be transferred to CSB, as stand alone. Even the sampling will be fed and extracted from CSB and fed to your servers and then it will be migrated and transferred. All data collection tools are for the purpose of the survey. There are certain free tools available from the UN website itself (for sampling etc). If you can develop data entry application based on those guidelines it will be perfect.</p>
12	<p>The equipment mentioned in the TOR, can we use iOS and Android systems? Or it is restricted to one either or?</p>	<p>As long as proposed software is compatible with your own system, you can pick and choose. We mentioned I pads but mainly we referred to tabs in general</p>
13	<p>Shall we indicate the flight destinations for each team member?</p>	<p>Yes, flight destinations shall be indicated per each team member that is coming from overseas. UNDP will pay only for most economic and direct flights. If the company wish to fly with business class, the difference should be covered on own expenses. The international flights, miscellaneous travel expenses, visa and living allowance are payable only for the international core team members, all team members based in Kuwait are not eligible for these costs.</p>

14	Can we change the core team member after the selection and award of the contract?	No, the team of declared consultants indicated in the proposal will be evaluated against qualification requirements indicated in the TOR. If at later stage, for some reasons the company needs to replace the one of the consultants, to ensure fair approach UNDP must re-evaluate the proposal and qualifications of the team to ensure that technical scoring will remain the same. That might lead to cancellation of contract based on new evaluation findings.
15	The software ownership will go to the CSB after completion of the assignment, can you clarify if the ownership of all equipment used will be transferred to the CSB as well?	Yes, in case if the equipment used was specifically procured for this assignment. If the company used own equipment that is typically used for similar services. Then there is no need to transfer ownership of old equipment.
16	What are technical specifications for equipment (laptops, tabs and etc)?	The equipment should not be extra complicated, the technical specifications should just serve your needs and compatible with your data base software.
17	In this case we will go to the lowest price and can do the work?	The proposed equipment shall serve the purpose and be simple and not expensive, at least serve for next three years. All assets shall be transferred to the CSB. The average pricing for simple technical specifications of similar products available within the market will be taken into consideration to ensure market prices compliance. Please indicate the license prices for the IT equipment annual or perpetual (SPSS..etc).
18	All the data could be put online, so that to make data more flexible, usable and efficient. So, going back to the question what the budget as all these services is very expensive and might cost as much as whole survey.	This data is going to belong to CSB after the analysis, it will be the CSB decision to either share and publish the results or data or not. Since it is sensitive information, the ownership will belong to the CSB. And it shall not be considered under the current assignment. The purpose of this RFP is to collect the data and analyze it.
19	Is the office space will be provided for the surveyors?	No. However, the office space will be provided for the core team member and supervisors only. All core team and supervisors shall have own computers required for work. If the core team is using own equipment than it shall not be indicated in financial proposal.
20	Are the questions will be the same as previous year? Or it will be different? Some of the interviews will be considered as non-complete, in this case will the questionnaire be accepted or refused?	We mentioned in the TOR that international standards that should be followed. There is no hard of adding more as long as it will serve to the purpose of the survey. It should be mentioned in the methodology what you will do for non-complete questionnaires. Pilot implementation will serve for validation

		of the tools, questionnaire. It could be utilized through description of actual challenges at implementation stage.
21	Are there will be any awareness campaigns before the survey?	Yes, it will be covered separately, once contract will be awarded
22	Data entry personnel? What is their role?	The data entry specialists are not stand along personnel. It is mentioned to stress the point that the company is responsible for data entry. It could be the same staff as surveyors.
23	It is indicated in the TOR that the survey tool should be delivered within three months from contract signing? Is it the time for work indicated?	It is due date by which UNDP is expecting to receive final report or any other document on this deliverable to be submitted. The payment will be conducted upon approval and receipt of final deliverable.
24	Based on our experience, three months period is very tight, can we suggest new timeline?	The timeline could be adjusted in case if the company can ensure that with no harm to rest deliverables indicated in the delivery schedule, it will be able to meet entire estimated contract period (18 months). The final timetable will be discussed and subject to approval prior contract signature. The company shall appoint project manager who will be working in close collaboration with CSB, UNDP, GSSCPD. Duties are described in details in the TOR.
25	All proposed personnel shall meet the minimum qualifications indicated in the TOR?	Yes, proposed personnel shall meet minimum qualification requirements. The detailed scoring is provided on Section 4 Technical evaluation
26	As we understood consulting with CSB representative Mr. Ahmed that in most of the cases enumerators would leave the application (questionnaire) to the interviewee and collect next day.	Yes, this is previous experience that used to be by the CSB. If you want to use the same approach and it falls under your methodology, then we will evaluate against other proposals.
27	If we want to use more of technology and replacing the surveyors by call center. To call the families and convince them to do the survey, download the application from the app store or android and we will grant them right to enter the information that will be directly linked to our data base and system uploading and updating it directly. It will allow to have instant information on surveys conducted, where are the enumerators, which areas are covered and how much more households are pending.	Of course, the company can use any approach and technology that can serve the purpose. However, it will be the company's responsibility to ensure that required number of families will be responding to the survey. It shall be noted that in each implementation phase there shall be progress report and presentation submitted to the steering committee. There is no restriction for any proposed implementation modality, the only consideration will be compliance to the methodology, coherence, adequacy and logic behind.
28	Is it not going to reduce the points obtainable against the proposed technology used above?	The methodology is not going to be evaluated against number of people to be involved, it will be evaluated against our requirements set forth e.g. consideration of the national/international standards with clear definitions and concepts used, coding

		systems, survey implementation processes, etc.
29	But this is innovative approach that he can present in his proposal and will be considered more favorable as less number of staff will be involved in.	Please note that it is covering only one section of the overall methodology, data collection services. And evaluation will be conducted as one methodology without division to the sections. The number of staff will be validated against qualification requirements and it will be also validated against methodology itself as well. So, if the methodology proposed is indicating that 60 enumerators required for this assignment, but according to the presented methodology number should not be more than 40 in this case UNDP will require further clarifications with justification of number of staff involved. The same works in both ways, if the company is indicating 40 people with salary of 10 people it will raise again questions from our side.
30	Is there any incentive plan dedicated for those will fill the survey?	The company should indicate in the proposal if the survey should be supported by the incentives payable for the respondents.
31	Bid security that shall be provided, shall it be scanned and submitted with proposal online?	Yes, the Bid security could be submitted in form of check or in form of Bid Security that is provided in returnable forms file, it shall be printed on bank's letterhead, accordingly stamped and signed. The copy shall be submitted with submission documents original shall be sent directly to our office with clear marking of case reference number on envelope. The bid security original shall be received on deadline submission date, if for any reasons there is the delay in submission the company shall notify accordingly with indication of reasons for delay and estimate date of submission that cannot be more than 1 week after the actual deadline.
32	Can you share the list of the companies applied before the closure date?	No, it is not possible. The system will not allow us to see the submitted bids before the deadline.