



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: November 5, 2014
	REFERENCE: TUR-RFP-PROJ (ICOISS) 2014/22

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Survey Services on Awareness Raising in Gaziantep: Şahinbey, İzmir: Çeşme, Malatya: Yeşilyurt and Hekimhan, Trabzon: Vakfıkebir, İstanbul: Fatih, Eyüp, Kadıköy, Üsküdar** of the **Improvement of Civilian Oversight of Internal Security Sector Project – Phase 2.**

Please be guided by the Annexes and Sections, while preparing your Proposal.

Proposals may be submitted on or before Tuesday, November 18, 2014 and via email, courier mail or fax to the address below:

**United Nations Development Programme**  
**BM Binası, Birlik Mah. 415. Cad. No:11 06610 Çankaya/Ankara**  
**Güneş Eltaf Ersay**  
**0312 4961463 and eltaf.ersay@undp.org**

Your Proposal<sup>1</sup> must be expressed in English, and valid for a minimum period of 120 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other sections-annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

<sup>1</sup> Official documents given by the Turkish Government might be in Turkish language and shall not affect the evaluation criteria. However, UNDP reserves the right to request their English translation as needed during evaluation.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Section 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

  
**Ms. Matilda Dimovska,**  
Deputy Resident Representative  
11/5/2014

08.11.2014

## SECTION 1

### Description of Requirements

Context of the Requirement	<b>Survey Services on Awareness Raising in Gaziantep: Şahinbey, İzmir: Çeşme, Malatya: Yeşilyurt and Hekimhan, Trabzon: Vakfıkebir, İstanbul: Fatih, Eyüp, Kadıköy, Üsküdar of the Improvement of Civilian Oversight of Internal Security Sector Project – Phase 2</b>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services <sup>2</sup>	<p>In order to increase awareness raising of the citizens in the project pilot provinces Gaziantep: Şahinbey, İzmir: Çeşme, Malatya: Yeşilyurt and Hekimhan, Trabzon: Vakfıkebir, İstanbul: Fatih, Eyüp, Kadıköy, Üsküdar systematic local surveys will be realized.</p> <p>The tender requires 9 separate services;</p> <ol style="list-style-type: none"> <li><b>1</b> Focused Local Survey for Awareness Raising in İstanbul-Üsküdar</li> <li><b>2</b> Focused Local Survey for Awareness Raising in İstanbul- Eyüp (Testing of questionnaires on 50 respondents will be done at the beginning)</li> <li><b>3</b> Focused Local Survey for Awareness Raising in İstanbul- Fatih</li> <li><b>4</b> Focused Local Survey for Awareness Raising in İstanbul- Kadıköy</li> <li><b>5</b> Focused Local Survey for Awareness Raising in İzmir-Çeşme</li> <li><b>6</b> Focused Local Survey for Awareness Raising in Gaziantep-Şahinbey</li> <li><b>7</b> Focused Local Survey for Awareness Raising in Malatya-Yeşilyurt</li> <li><b>8</b> Focused Local Survey for Awareness Raising in Malatya- Hekimhan</li> <li><b>9</b> Focused Local Survey for Awareness Raising in Trabzon-Vakfıkebir</li> </ol>
List and Description of Expected Outputs to be Delivered	<p><b>Expected Outputs:</b></p> <ol style="list-style-type: none"> <li>1. Provision of feedback to the UNDP on the pre-test (N=50) of the questionnaire to check its length and interpretation/ understanding by the interviewees (Only for İstanbul: Eyüp)</li> <li>2. Provision of revised questionnaire based on the pre-test to be approved by UNDP</li> <li>3. Delivery of micro-data of main surveys carried out in five provinces through SPSS.</li> <li>4. Provision of a short technical report based on main surveys covering: <ul style="list-style-type: none"> <li>- sampling</li> <li>- any weighting procedures applied</li> <li>- fieldwork controls and duration of fieldwork</li> <li>- and details of data verification (logic checks),</li> <li>- A full set of frequency distributions and summary 2-way tables covering variables to be agreed.</li> </ul> </li> </ol>
Person to Supervise the Work/Performance of the Service Provider	Inclusive Democratic Governance Programme Manager, Leyla Şen
Frequency of	As described in, Terms of Reference Section 4, E.Deliverables

<sup>2</sup> A detailed TOR has been attached in Section 4

Reporting	
Progress Reporting Requirements	The reporting language shall be both in English and Turkish.
Location of work	Gaziantep: Şahinbey, İzmir: Çeşme, Malatya: Yeşilyurt and Hekimhan, Trabzon: Vakfıkebir, İstanbul: Fatih, Eyüp, Kadıköy, Üsküdar
Expected duration of work	01 December 2014- 10 January 2015
Target start date	01 December 2014
Latest completion date	10 January 2015
Travels Expected	Expected travels will be defined by the proposer in the Price Proposal Section 2, if required.
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	Required
Names and curriculum vitae of individuals who will be involved in completing the services	Required
Currency of Proposal	United States Dollars
Value Added Tax on Price Proposal	<p>Must be exclusive of VAT and other applicable indirect taxes</p> <p>The prices to be quoted by the Offerors shall exclude VAT as UN and its subsidiary organs are exempt from all taxes. Therefore bidders shall prepare their quotations excluding VAT.</p> <p>It is the Offerors' responsibility to learn from relevant authorities (Ministry of Finance) and/or to review/confirm published laws/procedures/communiqués, etc.</p>

	and to consult with a certified financial consultant as needed, to confirm the scope and procedures of VAT exemption application as per Turkish VAT Law and/or the VAT Law in the country in which the offeror operates.			
Validity Period of Proposals (Counting for the last day of submission of quotes)	120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	Not permitted			
Payment Terms	Deliverables	Percentage	Deadline for Submission	Condition for Payment Release <sup>3</sup>
	Provision of feedback to the UNDP on the pre-test (N=50) of the questionnaire to check its length and interpretation/understanding by the interviewees	N/A	6 Dec 2014	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of all deliverables; and b) Receipt of invoice from the Service Provider and its approval by UNDP.
	Provision of revised questionnaire based on the pre-test to be approved by UNDP	N/A	11 Dec 2014	
	Delivery of micro-data of main surveys in SPSS.	N/A	28 Dec 2014	
	Provision of a short technical report based on main surveys covering: 1) sampling 2) any weighting procedures applied 3) fieldwork controls and duration of fieldwork 4) and details of data verification (logic checks), 5) A full set of frequency distributions and summary 2-way tables covering variables to be agreed.	100 %	10 Jan 2015	
Person(s) to review/inspect/ approve outputs/comple	Inclusive Democratic Governance Programme Manager, Leyla Şen			

<sup>3</sup> The payments shall be effected only if the deliverables required in this ToR are submitted to UNDP within the time frames stipulated in the TOR and they are approved by UNDP. Without submission and approval of the deliverables, the service provider shall not receive any payment even if the service provider invests time for this assignment.

outputs/completed services and authorize the disbursement of payment	
Type of Contract to be Signed	Contract for Professional Services
Criteria for Contract Award	Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)
Criteria for the Assessment of Proposal	Please see attached Annex I (Technical Evaluation Grid) under Section 2.
UNDP will award the contract to:	One and only one Service Provider
Annexes to this RFP	<p>Description of Requirements (Section 1)</p> <p>Form for Submission of Proposal (Section 2)</p> <p>General Terms and Conditions / Special Conditions (Section 3)<sup>4</sup></p> <p>Detailed Terms of Reference (Section 4)</p> <p>Template Contract for Professional Services (Section 5)</p>
Contact Person for Inquiries (Written inquiries only)	<p><i>Güneş Eltaf Ersay, Project Administrator</i>  <i>eltaf.ersay@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information [pls. specify]	N/A

<sup>4</sup> Non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

## SECTION 2

### FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>5</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>6</sup>)*

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

#### Form 1: Mandatory Documentation

- A. **Notarized** certified copy of the document (trade registration gazette) that proves the constitution of the company
- B. **Notarized** copy of Power of Attorney to sign, provide proposal and to represent the Company in any future dealing with the procuring UNDP entity
- C. **Notarized copy of** Registration to Chamber of Commerce and Membership to any Association in Turkey or Abroad
- D. **Notarized** ISO 20252:2006 Certificate
- E. **Notarized** GAB2 Certificate
- F. **Notarized membership certificate for** TÜAD (Turkish Association of Researchers) and ESOMAR
- G. Statement of Declaration for Eligibility in Tendering Process (Form DS-1)

#### Form 2: Expertise of Firm / Organization

**1.1 Brief Description of Proposer as an Entity:** Provide a brief description of the organization / firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, types of activities undertaken, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organisation / firm has been involved that could adversely affect or impact the performance of services, indicating the status/result of such litigation/arbitration.

**1.2. Financial Capacity:** Provide the latest Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant, and with authentication of receiving by the Government's Internal Revenue Authority. Include any indication of credit rating, industry rating, etc.

**1.3. Track Record and Experiences:** Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.

<sup>5</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>6</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

Name of project	Client	Contract Value	Period of activity	Types of activities undertaken	Status or Date Completed	References Contact Details (Name, Phone, Email)

#### 1.4 Quality Assurance Procedures

1.4.1 Please provide a brief description of your Company's Quality Control and Assurance Mechanisms that would be applied for satisfactory completion of the required services .

1.4.2 Please provide ISO Certificate

### **Form 3: Proposed Methodology, Approach and Implementation Plan**

2.1. Approach to the Service/Work Required: Please provide a detailed description of the methodology for how the organisation/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

2.2. Technical Quality Assurance Review Mechanisms: The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms.

2.3 Implementation Timelines: The Proposer shall submit a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

2.4. Subcontracting: Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

2.5. Risks / Mitigation Measures: Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.

2.6. Reporting and Monitoring: Please provide a brief description of the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.

2.7. Anti-Corruption Strategy: Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.

2.8. Partnerships: Explain any partnerships with local, international or other organizations that are planned for the implementation of the project. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team. Letters of commitment from partners and an indication of whether some or all have successfully worked together on other previous projects is encouraged.

2.9 Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of "conflict" under Section 5 of this document, if any.

2.10 Other: Any other comments or information regarding the project approach and methodology that will be adopted.

### **Form 4: Management Structure & Key Personnel**

3.1 Management Structure: Describe the overall management approach toward planning and implementing this



activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

**3.2 Staff Time Allocation:** Provide a spreadsheet will be included to show the activities of each staff member and the time allocated for his/her involvement. (Note :*This spreadsheet is crucial and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the UNDP project manager, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.*)

**3.3 Qualifications of Key Personnel.** Provide the CVs for key personnel (Survey Coordinator, Senior Expert (Statistician, Field Experts x 2) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services. Please use the format below:

<b>Name:</b>		
<b>Position for this Contract:</b>		
<b>Nationality:</b>		
<b>Contact information:</b>		
<b>Countries of Work Experience:</b>		
<b>Language Skills:</b>		
<b>Educational and other Qualifications:</b>		
<b>Summary of Experience:</b> <i>Highlight experience in the region and on similar projects.</i>		
<b>Relevant Experience (From most recent):</b>		
<b>Period: From – To</b>	<b>Name of activity/ Project/ funding organisation, if applicable:</b>	<b>Job Title and Activities undertaken/Description of actual role performed:</b>
<i>e.g. June 2004-January 2005</i>		
<i>Etc.</i>		
<i>Etc.</i>		
<b>References no.1 (minimum of 3):</b>	<i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i>	
<b>Reference no.2</b>	<i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i>	
<b>Reference no.3</b>	<i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i>	
<b>Declaration:</b>		
<p>I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.</p>		
<hr/>		
Signature of the Nominated Team Leader/Member		Date Signed

#### Annexes to Technical Proposal Form

- Annex 1 – Technical Evaluation Grid
- Annex 2 – Financial Proposal Form
- Annex 3 - Template Forms

**Annex 1**

**EVALUATION GRID FOR  
OPERATIONAL AND TECHNICAL PROPOSALS**

Technical Proposal is evaluated on the basis of its responsiveness to the information requested through the Solicitation Documents and Terms of Reference (TOR).

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1	Expertise of Firm / Organization	40%	400
2	Proposed Methodology, Approach and Implementation Plan	40%	400
3	Management Structure and Key Personnel	20%	200
<b>Total</b>			<b>1000</b>

**Rating the Technical Proposal (TP) :**

**Technical Proposal Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100**

**Technical Evaluation Forms follow on the next pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Evaluation Forms are:**

**Form 1:** Management Plan - Mandatory Documents to be provided by the Proposer

**Form 2:** Expertise of Firm / Organization (Organizational Capacity, Similar Work Experience)

**Form 3:** Proposed Methodology, Approach and Implementation Plan

**Form 4:** Management Structure and Key Personnel

Technical Evaluation Form 1			Points Obtainable	Company / Other Entity				
		A		B	C	D	E	
<b>Management Plan</b>								
			<b>YES/NO</b>					
<b>Administrative documents</b>								
A	Notarized certified copy of the document (trade registration gazette) that proves the constitution of the company	N/A	.....					
B	Notarized copy of Power of Attorney to sign, provide proposal and to represent the Company in any future dealing with the procuring UNDP entity	N/A	.....					
C	Notarized copy Registration to Chamber of Commerce and Membership to any Association in Turkey or Abroad	N/A	.....					
D	Notarized copy ISO 20252:2006 Certificate							
E	Notarized copy GAB2 Certificate	N/A	.....					
F	F. Notarized membership certificate for TÜAD (Turkish Association of Researchers) and ESOMAR	N/A	.....					
G	Statement of Declaration for Eligibility in Tendering Process (Form DS-1)	N/A	.....					

Technical Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
<b>1.</b>	<b>Expertise of Firm Organizational Capacity</b>	<b>400</b>					
1.1.	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	80					
1.2.	General Organizational Capability which is likely to affect implementation - Financial stability - loose consortium, holding company or one firm - age/size of the firm - strength of project management support - project financing capacity - project management controls	80					
1.3.	<b>Track Record and Experiences:</b> Relevance of: - Specialised topics, - Experience on similar national Programme / Projects - Experience on Projects in the Region Work for UNDP/ EU / or international surveys	75					
	<b>Number of International Organizations (International Institutions, International surveys) to be confirmed through original Work Completion Certificates or invoices as required by UNDP ICOISS Project in each single event with 3 Successful Reference Letter</b>						
	3=< Number of International Organizations	20					
	1= Number of International Organizations< 3	10					
	Number of International Organizations < 1	0					
	<b>Number of Government Organizations (Ministries, to be confirmed through Work Completion Certificates or invoices as required by UNDP ICOISS Project in each single event)with 3 Successful Reference Letter</b>						

	3=< Number of Government Organizations	20					
	1=Number of Government Organizations< 3	10					
	Number of Government Organizations< 1	0					
1.4.	1.4.1 Please provide a brief description of your Company's Quality Control and Assurance Mechanisms that would be applied for satisfactory completion of the required services	15					
	1.4.2 Please provide ISO Certificate	10					
1.5.	Quick (Acid Test) Ratio>1 (please provide calculation and relevant documentation from a certified public accountant)	100					
Total (Expertise of the Firm/Organization)		max 400					

Technical Evaluation Form 3		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
<b>2. Proposed Methodology</b>		<b>400</b>					
2.1.	<b>Approach to Service/ Work Required</b> (Brief description of the approach for how the contractor will achieve the Terms of Reference, To what degree does the Proposer understand the task?, how quota sampling will be achieved must be explained)	<b>100</b>					
2.2.	<b>Technical Quality Assurance Review Mechanisms</b> -A methodology on how proposer will ensure and control quality to meet requirements of the TOR and RFP for both internal technical and quality assurance review mechanisms.	<b>80</b>					
2.3.	<b>Implementation Timeline</b> Have the implementation timeplan, and detailed sequence of activities explained sufficiently and submitted in MS Project format.	<b>80</b>					
2.4.	<b>Risks/Mitigation Measures</b> How proposer explained potential risks and mitigation measures, including subcontracting, if there will be.	<b>80</b>					
2.5.	Well established reporting mechanisms exists	<b>60</b>					
<b>Total (Proposed Methodology)</b>		<b>max 400</b>					

Technical Evaluation Form 4		Points Obtainable	Company/Other Entity				
			A	B	C	D	E
<b>3. Management Structure and Resource Plan</b>		<b>200</b>					
<b>3.1. Management Structure</b>							
Description of the overall management approach toward planning and implementing this activity. Organization chart for the management of the project describing the relationship of key positions and designations.		50					
<b>3.2. Staff and Time Allocation</b>							
Provision of a spreadsheet that includes the activities of each staff member and the time allocated for his/her involvement		50					
<b>3.3. Qualifications of Key Personnel</b>							
3.3.1.	<b>Survey Coordinator</b>	<b>35</b>					
	Education	20					
	Relevant Experience	10					
	Language qualifications	5					
3.3.2.	<b>Data Processing Expert</b>	<b>25</b>					
	Education	15					
	Relevant Experience	7					
	Language qualifications	3					
3.3.3.	<b>Field Survey Expert (Supervisor) (20 x 2)</b>	<b>40</b>					
	Education	20					
	Relevant Experience	12					
	Language qualifications	8					
<b>Total (Management Structure and Key Personnel)</b>		<b>max 200</b>					

## Annex 2: Financial Proposal Form<sup>7</sup>

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown as grouped in the financial proposal.

The format shown on the following pages is compulsory in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

### PRICE PROPOSAL FORMAT:

STEP NR.	DELIVERABLES <sup>8</sup>	Unit Name	Unit	No of Units	Unit Price (USD)	Total Price (USD)
1	Provision of feedback to the UNDP on the pre-test (N=50) of the questionnaire to check its length and interpretation/ understanding by the interviewees <b>(TESTING WILL BE DONE ONLY FOR ISTANBUL- EYUP)</b>	Experts	man/day			
		Other Support Staff	man/day			
		Travel <sup>9</sup> Please specify the route for each trip in one separate row)	round trip			
		Accommodation <sup>10</sup>	per night			
		Other (Please specify main expenses)				
SUB TOTAL - STEP 1						
2	Provision of revised questionnaire based on the pre-test to be approved by UNDP <b>(TESTING WILL BE DONE ONLY FOR ISTANBUL- EYUP)</b>	Experts	man/day			
		Other Support Staff	man/day			
		Travel <sup>11</sup> Please specify the route for each trip in one separate row)	round trip			
		Accommodation <sup>12</sup>	per night			
		Other (Please specify main expenses)				
SUB TOTAL - STEP 2						
3	Delivery of micro-data of main surveys in SPSS.	Experts	man/day			
		Other Support Staff	man/day			
		Travel <sup>13</sup> Please specify the route for each trip in one separate row)	round trip			

<sup>7</sup> No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.  
<sup>7</sup> Compliance with the Terms of Reference, and approved by UNDP.

<sup>9</sup> As applicable or needed.

<sup>10</sup> As applicable or needed.

<sup>11</sup> As applicable or needed.

<sup>12</sup> As applicable or needed.

<sup>13</sup> As applicable or needed.



		Accommodation <sup>14</sup>	per night			
		Other (Please specify main expenses)				
<b>SUB TOTAL - STEP 3</b>						
<b>4</b>	Provision of a short technical report based on main surveys covering: 1) sampling 2) any weighting procedures applied 3) fieldwork controls and duration of fieldwork 4) and details of data verification (logic checks), 5) A full set of frequency distributions and summary 2-way tables covering variables to be agreed.	Experts	man/day			
		Other Support Staff	man/day			
		Travel <sup>15</sup> Please specify the route for each trip in one separate row)	round trip			
		Accommodation <sup>16</sup>	per night			
		Other (Please specify main expenses)				
<b>SUB TOTAL - STEP 4</b>						
<b>GRAND TOTAL*:</b>						

**\*Note:** 'GRAND TOTAL' will be the basis for financial evaluation.

\*In accordance with the RFP article F.24, At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions. i.e. N can be increased/decreased up to 25%.

**Note on TRAVEL & ACCOMODATION:**

If travel and accommodation costs will be required, proposers must submit travel destinations and accommodation details attached to their financial proposals. (i.e, itinerary or accommodation nights)

14 As applicable or needed.

15 As applicable or needed.

16 As applicable or needed.

ANNEX 2.a- TOTAL PRICE PROPOSAL FOR AWARENESS RAISING OPINION POLL SERVICE	
SURVEYS ON AWARENESS RAISING	TOTAL AMOUNT (USD)
1.Focused Local Survey for Awareness Raising in İstanbul-Üsküdar	
2.Focused Local Survey for Awareness Raising in İstanbul- Eyüp	
3.Focused Local Survey for Awareness Raising in İstanbul- Fatih	
4.Focused Local Survey for Awareness Raising in İstanbul- Kadıköy	
5.Focused Local Survey for Awareness Raising in İzmir-Çeşme	
6.Focused Local Survey for Awareness Raising in Gaziantep-Şahinbey	
7.Focused Local Survey for Awareness Raising in Malatya-Yeşilyurt	
8.Focused Local Survey for Awareness Raising in Malatya- Hekimhan	
9.Focused Local Survey for Awareness Raising in Trabzon-Vakfikebir	
<b>TOTAL AMOUNT FOR ALL DISTRICTS (1 to 9) (including all STEPS 1 TO 4) (USD)</b>	

All expenses for the survey should be included to the price quotation. No additional payment will be made different than total proposed amount.

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFP.

[Name and Signature of the Supplier's Authorized Person]  
[Designation]  
[Date]

### **Annex 3**

#### **TEMPLATE FORMS**

<b>FORM</b>	<b>DESCRIPTION</b>
<b>L1</b>	Litigation History
<b>DS1</b>	Statement of Declaration for Eligibility in Tendering Process
<b>F1</b>	Declaration of Financial Status FORM

LITIGATION HISTORY
--------------------

Form L1

Please provide information on the history of litigation or arbitration resulting from contracts during the last 5 years or under execution.

Year	Litigation/Arbitration is AGAINST to (Legal Entity, Real Persons, etc)	Cause of Litigation & relevant details	Amount disputed (US\$)

Signature:

Date: .....

*(Signed by the duly authorized representative of the Contractor)*

**STATEMENT OF DECLARATION  
for  
ELIGIBILITY IN TENDERING PROCESS**

To:

United Nations Development Programme (UNDP)  
Birlik Mahallesi 2. Cadde No: 11  
Çankaya – ANKARA  
TURKEY

Date: .....

This is to certify that we, the undersigned, ..... is not legally barred/restricted to participate in the tendering process as per clauses of the Public Procurement Law in Turkey or as per Procurement Laws effective in the country we are operating.

In case there would be some changes with respect to our compliance during the evaluation period, you will be promptly informed. In case, we, the undersigned, are selected as contractor, then we hereby agree and certify to provide you with the required official evidences/documentation. We hereby also agree that failure to provide official evidences/documentation constitutes a basis for rejection of our submission.

Name and Surname(s)

Stamp of Company  
Signature(s)

## **SECTION 3**

### ***General Terms and Conditions for Services***

#### **1.0 LEGAL STATUS:**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

#### **2.0 SOURCE OF INSTRUCTIONS:**

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

#### **3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

#### **4.0 ASSIGNMENT:**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

#### **5.0 SUB-CONTRACTING:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

#### **6.0 OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

#### **7.0 INDEMNIFICATION:**

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or

the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

#### **8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:**

- 8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:
  - 8.4.1** Name UNDP as additional insured;
  - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
  - 8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

#### **9.0 ENCUMBRANCES/LIENS:**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

#### **10.0 TITLE TO EQUIPMENT:**

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

#### **11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

- 11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the

Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

- 11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.
- 11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.
- 11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

**12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

**13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:**

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

- 13.1** The recipient ("Recipient") of such information shall:
  - 13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,
  - 13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.
- 13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:
  - 13.2.1** any other party with the Discloser's prior written consent; and,



**13.2.2** the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

**13.2.2.1** a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

**13.2.2.2** any entity over which the Party exercises effective managerial control; or,

**13.2.2.3** for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

**13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

**13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

**13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

**13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

#### **14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

**14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

**14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

**14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

## **15.0 TERMINATION**

- 15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.
- 15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.
- 15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

## **16.0 SETTLEMENT OF DISPUTES**

- 16.1 Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.
- 16.2 Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal

shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

**17.0 PRIVILEGES AND IMMUNITIES:**

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

**18.0 TAX EXEMPTION**

**18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

**18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

**19.0 CHILD LABOUR**

**19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

**19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

**20.0 MINES:**

**20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

**20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

**21.0 OBSERVANCE OF THE LAW:**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

**22.0 SEXUAL EXPLOITATION:**

**22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

**22.2** The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

**23.0 AUTHORITY TO MODIFY:**

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the Contractor and jointly by the UNDP Authorized Official.

## SECTION 4

### Terms of Reference

**'Survey Services on Awareness Raising in Gaziantep: Şahinbey, İzmir: Çeşme, Malatya: Yeşilyurt and Hekimhan, Trabzon: Vakfıkebir, İstanbul: Fatih, Eyüp, Kadıköy, Üsküdar of the Improvement of Civilian Oversight of Internal Security Sector Project – Phase 2**

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**A. Project Title: Improvement of Civilian Oversight of Internal Security Forces Project Phase II**

**B. Project Description and Background:**

UNDP Turkey will support the Ministry of Interior of Turkey for "Improvement of Civilian Oversight of Internal Security" through an EU funded technical assistance project. The overall objective of the project is to structurally embed expanded enjoyment of civil rights by Turkish citizens and democratic control of internal security in the regulatory system and public administration practice of Turkey.

The project is composed of 3 components:

**Component A** - Legislative Framework: This component aims at enabling the Ministry of Interior and the public administrators (governors and sub governors) to exercise civilian oversight over law enforcement bodies.

**Component B** - Capacity Building: This component aims at increasing the capacity at the MoI to realize its mission as regards the administrative management of security forces at the central and local level and establishment of institutional structures needed in order to meet the EU standards for HR protection and for a strengthened civilian oversight.

**Component C** - Civil Society and Media: This component aims at contributing to strengthen independent oversight on law enforcement bodies and increase citizens participation in oversight. The survey forms part of Component C.

In order to ensure awareness raising activities of the project, it is planned to realize focused local surveys in pilot districts and share results with events in each pilot city.

**C. Objective**

Under Component C, Activity C.6, 128 awareness-raising events was planned to be realized for the civil society for all pilot cities and create an information network among pilots. During the project lifespan several awareness-raising activities have been realized, and for the rest of the project duration it has been decided to realize Focused Local Surveys for Awareness Raising (FSAR), which will be supported by the events. Said events will take place in each pilot province.

**D. Details of Assignment:**

In order to increase awareness raising of the citizens in the project pilot provinces Gaziantep: Şahinbey, İzmir: Çeşme, Malatya: Yeşilyurt and Hekimhan, Trabzon: Vakfıkebir, İstanbul: Fatih, Eyüp, Kadıköy, Üsküdar systematic local surveys will be realized.

The Focused Local Surveys for Awareness Raising will:

- Be based on Focused Local Surveys, which will help to mobilize local stakeholder, provide findings that can attract media attention,
- They will consist of thematic small surveys on selected items (drug use, violence against women notably), prepared in cooperation with NGOs,
- Gather larger groups than the previously held awareness raising events,
- Value the work and increase leadership of the Local Boards that we have established by selecting important topics discussed for the Local Boards,

For all surveys ANALYSIS is NOT REQUIRED. Questions will be provided by UNDP.

The tender requires 9 separate services;

No.	Service
1	Focused Local Survey for Awareness Raising in İstanbul-Üsküdar
2	Focused Local Survey for Awareness Raising in İstanbul- Eyüp (Testing of questionnaires on 50 respondents will be done at the beginning)
3	Focused Local Survey for Awareness Raising in İstanbul- Fatih
4	Focused Local Survey for Awareness Raising in İstanbul- Kadıköy
5	Focused Local Survey for Awareness Raising in İzmir-Çeşme
6	Focused Local Survey for Awareness Raising in Gaziantep-Şahinbey
7	Focused Local Survey for Awareness Raising in Malatya-Yeşilyurt
8	Focused Local Survey for Awareness Raising in Malatya- Hekimhan
9	Focused Local Survey for Awareness Raising in Trabzon-Vakfikebir

The questionnaires will be provided by the UNDP experts. Translation of questionnaires from English into Turkish will also be provided by UNDP based on an international standard.

SURVEYS (1-9)	Method of Interaction	Age	Gender	Duration	Sampling Method	Representation	Target sample size (Respondent)
1-9 (For all pilot districts)	Face to face -Preferably with computer-assisted personal interviewing (CAPI).	18-65	Male & Female	20 minutes for each respondent	Quota Sampling	Gaziantep: Şahinbey, İzmir: Çeşme, Malatya: Yeşilyurt and Hekimhan, Trabzon: Vakfikebir, İstanbul: Fatih, Eyüp, Kadıköy, Üsküdar	N=500 for each district <sup>17</sup>  N=4500 including all districts

<sup>17</sup> Only for İstanbul-Eyüp, testing will be done on 50 respondents and will continue with 450 respondents. Respondent number will be 50 tested respondent + 450 respondents, in total 500 respondents.

### **E. Deliverables:**

All deliverables defined below will be submitted separately for each pilot district. Deliverable deadlines are as below for all pilot districts.

	<b><i>Deliverables</i></b>	<b><i>Timeframe/ Deadlines</i></b>
'Survey Services on Awareness Raising in Gaziantep: Şahinbey, İzmir: Çeşme, Malatya: Yeşilyurt and Hekimhan, Trabzon: Vakfıkebir, İstanbul: Fatih, Eyüp, Kadıköy, Üsküdar of the Improvement of Civilian Oversight of Internal Security Sector Project – Phase 2	<b>6)</b> Provision of feedback to the UNDP on the pre-test (N=50) of the questionnaire to check its length and interpretation/ understanding by the interviewees <b>(TESTING WILL BE DONE ONLY FOR ISTANBUL- EYUP)</b>	1) 6 December 2014
	<b>7)</b> Provision of revised questionnaire based on the pre-test to be approved by UNDP <b>(TESTING WILL BE DONE ONLY FOR ISTANBUL- EYUP)</b>	2) 11 December 2014
	<b>8)</b> Delivery of micro-data of main surveys in SPSS.	3) 28 December 2014
	<b>9)</b> Provision of a short technical report based on main surveys covering: <ul style="list-style-type: none"> <li>a. sampling</li> <li>b. any weighting procedures applied</li> <li>c. fieldwork controls and duration of fieldwork</li> <li>d. and details of data verification (logic checks),</li> <li>e. A full set of frequency distributions and summary 2-way tables covering variables to be agreed.</li> </ul>	4) 10 January 2015

**E.1. Note on Deliverables:** All of the deliverables will be submitted in two copies, both in Turkish and English printed on paper, coloured and bounded, as well as electronic format recorded in two CDs. Acceptance of the deliverables is bind to submission on time and approval by UNDP.

The Contractor shall be entitled for payment only upon delivery of all deliverables on time and full compliance with the TOR.

During submission of the final reports database in SPSS format (including labels of questions and multiple choices, together with a user manual) will be also be submitted electronically in two copies of CDs.

**E.2. Note on Quota Sampling:**

For all surveys samples will be identified from below quotas based on population:

- Age (minimum 4 equally distributed age groups)
- Gender
- Education Level (in 3 groups; 1- preschool and below (uneducated), 2- Secondary education (high school and equivalent), 3- University graduates and above
- Socio Economic Status (main socio economic categories defined by the national statistical institute TUIK, in 5 categories).

In order to select quota samples proposers MUST explain how they will apply rules for obtaining a representative sample. In addition, the company shall offer estimates of sampling error and explain its methodology.

At the end of the fieldwork, in the report, the company shall compare the reference population (as described by variables used for designing the quota sample) and the obtained sample overall as well as the sample obtained at each stratification level.

**Reporting Language:**

The reporting language shall be both in English and Turkish.

**Title Rights:**

The title rights, copyrights and all other rights whatsoever nature in any material produced under the provisions of this TORs will be vested exclusively in UNDP.

**F. Duration of Work:**

Contract duration will be between 01 December 2014 – 24 January 2015. All deliverable deadlines for all pilot districts are defined in Section 4.



#### **G. UNDP's Roles and Responsibilities:**

UNDP ICOISS-II project will assign a 'Focal Point' for the contracted survey company regarding the issues related to survey services. This focal point shall:

- respond to questions of the survey company,
- coordinate the requests,
- perform inspection of services, including verification of fares, rates, etc.

#### **H. Minimum Required Qualifications & Documentation from the Survey Company:**

*Companies applying for the tender must meet below minimum criterias to be evaluated.*

Expected certifications and Requirements from the survey companies are detailed below:

#### **Required Qualifications & Documentation**

<b>1.</b>	<b>Expertise of Firm / Organization</b>  The company should; <ul style="list-style-type: none"><li>• be established and working in line with the applicable laws and regulations (in the research/survey area) for the last 5 years; (Copy of the document (trade registration gazette) that proves the constitution of the company required)</li><li>• have a full fledge main OR branch office in Turkey,</li><li>• experience in conducting surveys of data collection in both urban and rural areas of Turkey,</li><li>• have experience in working with government, international organizations/companies/clients.</li><li>• not be banned from tenders by Public Procurement Authority in its country and in Turkey,</li><li>• a member of TÜAD (Turkish Association of Researchers) and ESOMAR and submit its membership certificate with its technical proposal,</li><li>• currently maintain a nationwide services coverage,</li></ul>
<b>2.</b>	<b>Proposed Methodology, Approach and Implementation Plan</b>  The company should: <ul style="list-style-type: none"><li>• describe Quality Control and Assurance Mechanisms that would be applied for satisfactory completion of survey services, especially technical details should be provided.</li><li>• have GAB2 and ISO 20252:2006 certificates (Copy of the certificates will be provided)</li><li>• describe a matrix on the potential risks for the implementation of this proposed methodology that may impact achievement of expected results, and describe measures to mitigate these risks.</li></ul>

	<ul style="list-style-type: none"> <li>• Be member of TÜAD (Turkish Association of Researchers) and ESOMAR (Copy of the certificates are required)</li> <li>• Statement of Declaration for Eligibility in Tendering Process (Form DS1)</li> </ul>								
3.	<p><b>Management Structure and Key Personnel</b></p> <p>The company should have strong network of surveyors composed of different age and sex groups located in 12 sub-regions.</p> <p>CVs and Social Security registration documents of the key staff below should be provided.</p> <table border="1"> <thead> <tr> <th>POSITION</th><th>NUMBER of STAFF</th></tr> </thead> <tbody> <tr> <td> <b>Survey Coordinator</b> <ul style="list-style-type: none"> <li>- University degree in Social Sciences</li> <li>- Professional Experience in the area of specialization i.e. in social surveys</li> <li>- At least 10 years of professional working experience</li> <li>- At least 5 years of experience in similar studies</li> <li>- Prior experience with representative surveys</li> <li>- Have very good command of Turkish and English</li> </ul> </td><td> <p>The company will provide number of staff dedicated for the duty.</p> <p>Proposed CVs will be provided by the company align with the tender application.</p> <p>CV evaluation will be made through 1 CV. (Please indicate the CV which will be evaluated for the tender)</p> </td></tr> <tr> <td> <b>Data Processing Expert</b> <ul style="list-style-type: none"> <li>- Graduate/undergraduate degree</li> <li>- Professional Experience in the area of specialization i.e. in social surveys</li> <li>- Experience in CAPI script software</li> <li>- Have to be experienced in using of SPSS</li> <li>- At least 10 years of professional working experience</li> <li>- At least 5 years of experience in similar surveys</li> <li>- Have very good command of Turkish</li> </ul> </td><td> <p>The company will provide number of staff dedicated for the duty.</p> <p>Proposed CVs will be provided by the company align with the tender application.</p> <p>CV evaluation will be made through 1 CV. (Please indicate the CV which will be evaluated for the tender)</p> </td></tr> <tr> <td> <b>Field Survey Expert (Supervisor)</b> <ul style="list-style-type: none"> <li>- Graduate/undergraduate degree</li> <li>- Professional Experience in the area of specialization i.e. in social surveys, questionnaires</li> <li>- Experience in working with communities</li> </ul> </td><td> <p>The company will provide number of staff dedicated for the duty.</p> <p>Proposed CVs will be provided by</p> </td></tr> </tbody> </table>	POSITION	NUMBER of STAFF	<b>Survey Coordinator</b> <ul style="list-style-type: none"> <li>- University degree in Social Sciences</li> <li>- Professional Experience in the area of specialization i.e. in social surveys</li> <li>- At least 10 years of professional working experience</li> <li>- At least 5 years of experience in similar studies</li> <li>- Prior experience with representative surveys</li> <li>- Have very good command of Turkish and English</li> </ul>	<p>The company will provide number of staff dedicated for the duty.</p> <p>Proposed CVs will be provided by the company align with the tender application.</p> <p>CV evaluation will be made through 1 CV. (Please indicate the CV which will be evaluated for the tender)</p>	<b>Data Processing Expert</b> <ul style="list-style-type: none"> <li>- Graduate/undergraduate degree</li> <li>- Professional Experience in the area of specialization i.e. in social surveys</li> <li>- Experience in CAPI script software</li> <li>- Have to be experienced in using of SPSS</li> <li>- At least 10 years of professional working experience</li> <li>- At least 5 years of experience in similar surveys</li> <li>- Have very good command of Turkish</li> </ul>	<p>The company will provide number of staff dedicated for the duty.</p> <p>Proposed CVs will be provided by the company align with the tender application.</p> <p>CV evaluation will be made through 1 CV. (Please indicate the CV which will be evaluated for the tender)</p>	<b>Field Survey Expert (Supervisor)</b> <ul style="list-style-type: none"> <li>- Graduate/undergraduate degree</li> <li>- Professional Experience in the area of specialization i.e. in social surveys, questionnaires</li> <li>- Experience in working with communities</li> </ul>	<p>The company will provide number of staff dedicated for the duty.</p> <p>Proposed CVs will be provided by</p>
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**I. General Issues Regarding Contract Implementation:**

**I.I. Confidentiality:**

The Recipient shall not be precluded from disclosing information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

**J. Criteria for Selecting the Best Offer:**

Calculations will be made as follows;

<p><u>Rating the Technical Proposal (TP):</u></p> <p><b>TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</b></p> <p><u>Rating the Financial Proposal (FP):</u></p> <p><b>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</b></p> <p><u>Total Combined Score:</u></p> $\frac{(TP \text{ Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (FP \text{ Rating}) \times (\text{Weight of FP, e.g. 30\%})}{\text{Total Combined and Final Rating of the Proposal}}$
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UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

## SECTION 5

### Contract for Professional Services

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**THIS IS UNDP'S TEMPLATE FOR CONTRACT FOR THE PROPOSER'S REFERENCE. ADHERENCE TO ALL TERMS AND CONDITIONS IS MANDATORY.**

**[PLEASE ATTACH HERETO THE .PDF VERSION OF THE CONTRACT FOR PROFESSIONAL SERVICES AND THE GENERAL TERMS AND CONDITIONS]**

Date \_\_\_\_\_

Dear Sir/Madam,

Ref.: \_\_\_\_/\_\_\_\_/\_\_\_\_ [INSERT PROJECT NUMBER AND TITLE OR OTHER REFERENCE]

The United Nations Development Programme (hereinafter referred to as "UNDP"), wishes to engage your [company/organization/institution], duly incorporated under the Laws of \_\_\_\_\_ [INSERT NAME OF THE COUNTRY] (hereinafter referred to as the "Contractor") in order to perform services in respect of \_\_\_\_\_ [INSERT SUMMARY DESCRIPTION OF THE SERVICES] (hereinafter referred to as the "Services"), in accordance with the following Contract:

1. Contract Documents

- 1.1 This Contract is subject to the UNDP General Conditions for Professional Services attached hereto as Section -3. The provisions of such Annex shall control the interpretation of this Contract and in no way shall be deemed to have been derogated by the contents of this letter and any other Annexes, unless otherwise expressly stated under section 5 of this letter, entitled "Special Conditions".
- 1.2 The Contractor and UNDP also agree to be bound by the provisions contained in the following documents, which shall take precedence over one another in case of conflict in the following order:
- a) this Letter;
  - b) the Terms of Reference [ref. ....dated.....], attached hereto as Section 4;
  - c) the Contractor's Proposal [ref....., dated .....]
  - d) The UNDP Request for Proposal [ref....., dated.....]
- 1.3 All the above shall form the Contract between the Contractor and UNDP, superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.

2. Obligations of the Contractor

- 2.1 The Contractor shall perform and complete the Services described in Section 2 with due diligence and efficiency and in accordance with the Contract.
- 2.2 The Contractor shall provide the services of the following key personnel:

<u>Name</u>	<u>Specialization</u>	<u>Nationality</u>	<u>Period of service</u>
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....	.....	.....	.....
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.....

2.3 Any changes in the above key personnel shall require prior written approval of \_\_\_\_\_ [NAME and TITLE], UNDP.

2.4 The Contractor shall also provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of the Services.

2.5 The Contractor shall submit to UNDP the deliverables specified hereunder according to the following schedule:

[LIST DELIVERABLES]

[INDICATE DELIVERY DATES]

e.g.

Progress report ..../..../....

..... ..../..../....

Final report ..../..../....

2.6 All reports shall be written in the English language, and shall describe in detail the services rendered under the Contract during the period of time covered in such report. All reports shall be transmitted by the Contractor by \_\_\_\_\_ [MAIL, COURIER AND/OR FAX] to the address specified in 9.1 below.

2.7 The Contractor represents and warrants the accuracy of any information or data provided to UNDP for the purpose of entering into this Contract, as well as the quality of the deliverables and reports foreseen under this Contract in accordance with the highest industry and professional standards.

### **FIXED PRICE**

#### **3. Price and Payment**

3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a fixed contract price of \_\_\_\_\_ [INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS].

3.2 The price of this Contract is not subject to any adjustment or revision because of price or currency fluctuations or the actual costs incurred by the Contractor in the performance of the Contract.

3.3 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.

3.4 UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the Contractor to the address specified in 9.1 below, upon achievement of the corresponding milestones and for the following amounts:

<u>MILESTONE</u>	<u>AMOUNT</u>	<u>TARGET DATE</u>
Upon.....	.....	.././....
.....	.....	.././....

Invoices shall indicate the milestones achieved and corresponding amount payable.

4. Special conditions

- 4.1 The responsibility for the safety and security of the Contractor and its personnel and property, and of UNDP's property in the Contractor's custody, rests with the Contractor.
- 4.2 The advance payment to be made upon signature of the contract by both parties is contingent upon receipt and acceptance by UNDP of a bank guarantee for the full amount of the advance payment issued by a Bank and in a form acceptable to UNDP.
- 4.3 The amounts of the payments referred to under section 3.4 above shall be subject to a deduction of \_\_\_\_\_ **[INSERT PERCENTAGE THAT THE ADVANCE REPRESENTS OVER THE TOTAL PRICE OF THE CONTRACT]** % (... percent) of the amount accepted for payment until the cumulative amount of the deductions so effected shall equal the amount of the advance payment.
- 4.4 Owing to [.....], Article(s) [.....] of the General Conditions in Section 3 shall be amended to read/be deleted.

5. Submission of invoices

- 5.1 An original invoice shall be submitted by mail by the Contractor for each payment under the Contract to the following address:  
 .....
- 5.2 Invoices submitted by fax shall not be accepted by UNDP.

6. Time and manner of payment

- 6.1 Invoices shall be paid within thirty (30) days of the date of their acceptance by UNDP. UNDP shall make every effort to accept an invoice or so advise the Contractor of its non-acceptance within a reasonable time from receipt.
- 6.2 All payments shall be made by UNDP to the following Bank account of the Contractor:

\_\_\_\_\_ **[NAME OF THE BANK]**

\_\_\_\_\_ **[ACCOUNT NUMBER]**

\_\_\_\_\_ **[ADDRESS OF THE BANK]**

7. Entry into force. Time limits.

7.1 The Contract shall enter into force upon its signature by both parties.

7.2 The Contractor shall commence the performance of the Services not later than \_\_\_\_\_ [INSERT DATE] and shall complete the Services within \_\_\_\_\_ [INSERT NUMBER OF DAYS OR MONTHS] of such commencement.

7.3 All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the Services.

8. Modifications

8.1 Any modification to this Contract shall require an amendment in writing between both parties duly signed by the authorized representative of the Contractor and \_\_\_\_\_ [NAME AND TITLE] UNDP.

9. Notifications

For the purpose of notifications under the Contract, the addresses of UNDP and the Contractor are as follows:

**For the UNDP:**

Name  
Designation  
Address  
Tel. No.  
Fax. No.  
Email address:

**For the Contractor:**

Name  
Designation  
Address  
Tel. No.  
Fax. No.  
Email address:

If the above terms and conditions meet with your agreement as they are typed in this letter and in the Contract Documents, please initial every page of this letter and its attachments and return to this office one original of this Contract, duly signed and dated.



Yours sincerely,

**[INSERT NAME AND DESIGNATION]**

For **[INSERT NAME OF THE COMPANY/ORGANIZATION]**

**Agreed and Accepted:**

Signature \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_