



REQUEST FOR QUOTATION

Name of the Firm	DATE: December 24 th , 2019
	REFERENCE: UNDP-TUR-RFQ(EEM)-2019/25

Dear Sir / Madam:

We kindly request you to submit your quotation for **Procurement of Implementation of Energy Efficiency Awareness Survey with SMEs**, as detailed in Technical Specifications provided as Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **17:30hrs (GMT + 3), January 11^h, 2020** and via *hand delivery or courier mail* to the address below:

United Nations Development Programme (UNDP)
Yıldız Kule, Yukarı Dikmen Mahallesi, Turan Güneş Bulvarı, No:106, 06550, Çankaya, Ankara/Turkey
Attn: Ms Meral Mungan Arda
Portfolio Administrator, UNDP
Fax No: +90 312 496 14 63
E-mail Address: tr.procurement@undp.org

It shall remain your responsibility to ensure that your quotation will reach the address above, on or before the deadline. Quotations received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to provision of the services:

<u>Subject of Procurement</u>	Procurement of Implementation of Energy Efficiency Awareness Survey With SMES
<u>Deadline for Submission of Quotations</u>	11.01.2020 - 17:30hrs (GMT + 3) Quotations submitted later than the date and time specified above shall not be accepted. The Issuing Office does not take any responsibility of any delay caused by mail, parcel or courier service or any other appointee. It is strongly recommended to the Offerors to take the respective measures for the prevention of these delays.
<u>Eligibility of Participation to Tender</u>	Any persons or third parties involved in the preparation of this Terms of Reference are not eligible to participate in this tender.
<u>Currency of Quotation</u>	USD
<u>Value Added Tax (VAT) on Price Quotation</u>	The price quotations must be exclusive of VAT. United Nations and its subsidiary organs are exempt from taxes. It is the Offeror's responsibility to learn from relevant authorities (Ministry of Treasury and Finance) and/or to review and confirm published procedures and to consult with a certified public accountant as needed to conform the scope and procedures of VAT exemption application as per all related laws and legislation on VAT.
<u>Period of Validity of Quotes starting from the deadline for Submission of quotation</u>	<u>90 days</u> In exceptional circumstances, UNDP may request the Offeror to extend the validity of their Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.

<p><u>Documents that must be Submitted by the Offeror to Establish Qualification</u></p>	<p>a) Trade Registry Gazette: Copy of the Trade Registry Gazette showing the establishment of the company is 2012 or even before 2012.</p> <p>b) Chamber Registration: A registration certificate obtained from corresponding chamber.</p> <p>c) Signature Authority: Original or notarized copy of the Trade Registry Gazette showing the latest status indicating the partners, members or founders of the legal entity and officials in the administration of the legal entity, and notarized signatory circulars and the original version of the notarized Authority to Sign document.</p> <p>d) Quality Certificates: ISO 20252 certification.</p> <p>e) Previous Similar Experience: At least three Work Completion Letters demonstrating similar experience regarding face-to-face field survey(s) with SMEs on comprehensive social surveys and/or marketing, research and analysis / data cleaning; maintaining records, and ensuring confidentiality of records / consisting of at least 1230 interviews, within 2015, 2016, 2017, 2018 and 2019. Work completion letters should be for conducting surveys with SMEs. Each work completion letter should illustrate the experience in programming, implementation, and management of CAPI surveys.</p> <p>f) Previous CAPI (Computer Aided Physical Interview) Experience: At least one information note (as stipulated in Annex 4) demonstrating previous CAPI experience regarding a project completed within the last 5 years (2015, 2016, 2017, 2018 and 2019) and comprising at least 1230 samples.</p> <p>g) CV of one Team Leader, one Statistician, one Survey Coordinator, at least 10 e-numerators and at least 10 Field Supervisors (<i>It is upto the offeror how many e-numerators and field coordinators will be allocated for this study</i>).</p> <p>h) The last 3-year average annual turnover of the firm should be at least the same as times of proposed financial budget (Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the 2018, 2017 and 2016).</p> <p>i) Submission of each page of the RFQ and its Annexes duly signed and stamped.</p> <p>j) Mode of Submission of Offers: 1 Original, 2 Copies and 1 CD.</p> <p>UNDP has the right to request the CVs and proof documents of any of the Contractor's personnel throughout contract validity. In case the CVs and/or the proof documents provided does not fulfil any of the criteria stipulated within the Technical Specifications, UNDP has the right to immediately terminate the Contract without making any further payments.</p>
<p><u>Partial Quotes</u></p>	<p>Not permitted</p> <p>Offerors must quote prices for the whole requirement.</p>

<u>Inspection and Acceptance</u>	<p>UNDP will evaluate the quality of the submitted work with Ministry of Industry and Technology (MoIT) .</p> <p>At the end of the inspections, UNDP has the right to not release to the contractor any payments in the event that UNDP detects incomplete and/or improper services in accordance with the Technical Specifications.</p>
<u>Duration of Services and Latest Expected Delivery Date</u>	<p>The Offeror shall complete the delivery of the services stipulated in this RFQ to UNDP Turkey Country Office latest by 20 weeks after contract signature.</p>
<u>Liquidated Damages</u>	<p>If UNDP concludes that services provided and data produced do not meet the requirements of the criteria set forth in the specifications, Contractor shall be deemed to have failed to complete the contractual obligations. In this case, the Contractor will not be entitled to receive any payment. UNDP may, at its own discretion, demand the completion of the services by making deductions to the contractual amount or terminate the Contract unilaterally without making any payments to the Contractor.</p> <p>In case of delay, the deductions shall be imposed as follows:</p> <ol style="list-style-type: none"> i) A 1% deduction will be made from the payment pertaining to that specific deliverable, for each day of delay in submission of that specific deliverable when compared to the due dates stipulated in Section 4 of this RFQ. UNDP may terminate the contract when 10% deduction is made due to delays. <p>In case the delay arises from UNDP's request or late acceptance by UNDP, deductions will not be imposed for that specific delay.</p>
<u>Eligibility of Establishment</u>	<p>An Offeror shall be legally established as a single entity or a real person.</p> <p>Offerors, as of the date of submission of the quotation, should not be in the circumstances of disqualification or restriction to participate in a tender and/or undertake a contract, as set forth by Turkish Public Procurement Authority or by relevant laws in Turkey or by relevant laws of the country in which they operate.</p>
<u>Evaluation Criteria</u>	<p>Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.</p>
<u>UNDP will award the Contract to</u>	<p>One and only one Offeror which is qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.</p>
<u>Type of Contract to be Signed</u>	<p>Face Sheet Contract</p> <p>Successful Offeror shall sign and return the Contract to UNDP within 3 (three) working days following its receipt.</p>
<u>Contract Effectivity</u>	<p>The contract shall be effective on the date of last signature by the parties.</p>
<u>Payment Terms and Conditions</u>	<p>Payments will be made upon completion of services and acceptance and approval of these services and respective invoices by UNDP as detailed in the Section 4 of this RFQ and Price Proposal Form. Alternative terms of payment shall not be negotiated with the successful Offeror.</p> <p>The Offeror shall not be entitled to receive any price difference and/or additional amount from UNDP for whatsoever reason, including but not limited to increase in the costs of the Offeror</p>

	or any missing goods/services in its Price Schedule to be submitted in response to this RFQ.
<u>Contact Person for Inquiries</u> <u>(Written inquiries only)¹</u>	<p>Meral Mungan Arda, Portfolio Administrator</p> <p>tr.procurement@undp.org</p> <p>Prospective Offerors may submit inquiries latest by 3 days prior to the Deadline for Submission of Quotations. Inquiries or bids submitted by e-mail must be limited to a maximum of 35MB, virus-free and no more than 2 email transmissions. They must be free from any form of virus or corrupted content.</p> <p>All documentations, including catalogues, instructions and operating manuals, may be in any of these languages: English or Turkish</p> <p>Any delay in UNDP's response shall not be 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 Offerors.</p>
<u>Annexes to this RFQ</u>	<p>Technical Specifications (Annex 1) Universe Population Table Format (Annex 2) Quotation Submission Form and Price Schedule (Annex 3) General Terms and Conditions for Contracts (Annex 4)</p> <p>Non-acceptance of the terms of the General Terms and Conditions for Contracts (GTC) shall be grounds for disqualification from this procurement process.</p>

¹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Services offered by prospective companies shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

At any time during the validity of the quotation, 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 quotation. 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 that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that 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/content/undp/en/home/operations/procurement/business/protest-and-sanctions/>

UNDP encourages every prospective Vendor to avoid and prevent 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, specifications, cost estimates, and other information used in this RFQ.

UNDP implements zero tolerance on fraud and other proscribed practices and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link:

http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your quotation.

Sincerely Yours,


Üsâme Yalçın
Assistant Resident Representative (Operations)
24.12.2019

Declaration on Solicitation Documents, that need to be signed by the Offeror:

We have examined all the solicitation documents issued by UNDP and have no reservation whatsoever to the solicitation documents. We understand that you may cancel the tender process at any time without incurring any liability to the Offerors. We also understand that you are not bound to accept any quotation that you may receive.

Best Regards,

Date:

Signature and Stamp:

Name and Last Name:

Title:

Offeror's Legal Title:

Annex-1-Technical Specifications

Implementation of Energy Efficiency Awareness Survey with SMEs

1. Background

In Turkey, 47% of net electricity consumption is from the industrial sector, with an estimated 70% of this energy consumption from electric motor-driven systems, 90% of which use 3-phase squirrel cage asynchronous motors as defined in the EU Eco-design Implementing Measure 640/2009 on electric motors as amended by Implementing Measure 4/20142. Electric motors in Turkey, in general, are not energy efficient. The project “Promoting Energy-Efficient Motors in Small and Medium Sized Enterprises (SMEs) in Turkey” otherwise known as TEVMOT Project aims to promote significant additional investment in industrial energy efficiency in Turkey by transforming the market for energy-efficient motors used in small and medium sized SMEs. This objective will be achieved by strengthening the legislative and regulatory framework related to both new and existing EE motors in Turkey, developing governance and information infrastructure, upgrading test laboratories at the Turkish Standards Institute (TSI), launching a “one-stop-shop” sustainable financial support mechanism, and developing and implementing a comprehensive public awareness and training program. The TEVMOT project The TEVMOT Project is being implemented by the Directorate General for Industry and Productivity (DGIP) under the Ministry of Industry and Technology (MoIT) with financial support of Global Environment Facility (GEF) and in cooperation with UNDP. The project covers seven organized industrial zones (OIZ) in Ankara Sincan, Adana Hacı Ömer Sabancı, İzmir Kemalpaşa, Gebze Antalya, Uşak, and Bursa.

The most critical success factor for the TEVMOT Project will be successful implementation of the demo and scaled-up electric motor replacement program in Small and Medium Size SMEs (SMEs) in Turkey to accelerate market transformation towards more efficient motors used in SMEs in Turkey. For this purpose, the level of subscriptions by SMEs to the one-stop-shop financial mechanism will be key to the achievement of this objective. Given the foregoing, successful dissemination of financial mechanisms also

depend on implementation of awareness-raising campaign carefully designed considering the results of survey aimed at measuring the level of awareness of SMEs about the benefits of energy-efficient electric motors.

2. Objectives

The overall goal of this survey is to provide the insight which would help to shape awareness campaign of TEVMOT project.

The survey has the following main objectives:

Objective 2.1: Gauge the current level of awareness of SMEs about the benefits of energy-efficient electric motors

Objective 2.2: Identify the factors that affect the motivation of SMEs against replacement of energy-efficient electric motors

Objective 2.3: Explore the possible financing mechanisms for replacement of energy-efficient electric motors

Objective 2.4: Understand the SMEs financial needs for replacement of energy-efficient electric motors

Objective 2.5: Determine the market dynamics that will shape the roadmap of promotion and awareness raising activities

Objective 2.6: Ensure the efficient, result-oriented and rational use of project resources

Objective 2.7: Measure the impact/effectiveness of project activities through baseline

3. Scope of Work and Tasks

The scope of the consultancy will be to implement SME survey across Turkey in 21 major industrial provinces between in the first quarter of 2020.

The Firm will be delivering high-quality data within a timeframe agreed with UNDP and Directorate General of Industry and Productivity (DGIP) teams. The details of activities to be performed by the Firm are indicated below;

3.1 Survey Scope and Coverage

The survey will be undertaken in 21 major provinces of Turkey (Table 1 Survey coverage). The survey will establish benchmarks of the current situation of SMEs before the introduction of pilot motor replacement program. The sample SMEs will be from manufacturing sector.

Table 1 Survey coverage²

#	Province	Sample Size
1	İstanbul	90
2	İzmir	90
3	Bursa	90
4	Kocaeli	90
5	Ankara	90
6	Konya	60
7	Tekirdağ	60
8	Antalya	90
9	Adana	90
10	Kayseri	60
11	Malatya	60
12	Gaziantep	60
13	Zonguldak	30
14	Samsun	30
15	Trabzon	30
16	Uşak	60
17	Balıkesir	30
18	Manisa	30
19	Van	30
20	Erzurum	30
21	Diyarbakır	30
TOTAL		1230

A total of 1230 SME interviews will be carried out employing face-to-face surveys with managers from the randomly selected firms under this contract. The estimated margin of error for overall estimates will be around 4 % at country level. An indicative breakdown of the number of interviews by province is provided in table 1. The breakdown may be modified by the UNDP based on sampling frames attributes.

The designed sampling methodology would allow to provide precise survey estimates separately for pilot OIZs including Ankara Sincan, Adana Hacı Ömer Sabancı, İzmir Kemalpaşa, Gebzi Antalya, Uşak, and Bursa.

As a part national account statistics, TurkStat disseminates Gross Domestic Product by provinces and kind of economic activity. The 2017 statistics which is the latest data at province level were elaborated for identification of survey provinces. The main argument of utilizing GDP statistics is the assumption that industrialized provinces contributes largely to their respective NUTS-1 region's GDPs.

² The survey provinces has been identified on the basis of their contribution to GDP within their respective NUTS-1 regions. In each NUTS-1 region, the selected provinces account for at least 60% of total GDP in their region.

3.2 Survey Instruments

3.2.1 The Questionnaire

Each interview will use a single questionnaire that will be internally divided into multiple modules. The questionnaire will be designed to seek opinions and information mainly from the SME's senior manager. The main body of the questionnaire will be designed to solicit experiences and opinions on different aspects of energy efficiency. These main sections will be designed to be answered by the top manager (decision maker). It is also expected that the questionnaire may take approximately 20-30 minutes (40-50 closed-ended questions) to implement.

It is intended that before beginning the piloting work, all parties, should be confident that the surveys will achieve the objectives. During questionnaire development, the firm is expected to develop questionnaire in close collaboration with UNDP and DGIP. During questionnaire development, gender equality should be effectively streamlined.

3.2.2 Computer-Assisted Personal Interviews (CAPI)

It is expected that the data collection will benefit from computer-assisted personal interviews (CAPI), which will allow basic checks, values, and skip patterns. The Firm will be responsible for development of CAPI system using ODK, Kobo, SMAP or any other similar applications which allow digital data collection. Besides, the firm will be responsible for any updates to the questionnaire, including updates to questions, labels, variables, or consistency patterns and/or checks that will have to be incorporated into their CAPI script. The CAPI system should also enable UNDP/DGIP real-time monitoring of progress and independent data quality monitoring by the UNDP/DGIP.

3.3 Sampling Methodology

A stratified random sampling methodology will be employed for this survey. The sample will be stratified by sector and size (for further details refer to Table 1 in section 3.1). The stratification by size will be distributed across three (3) size categories based on the number of employees: micro (0–10), small (11–50), and medium (51 up to 250).

The Drawing of the sample will be implemented by the UNDP and DGIP. However, the list of industrial SMEs should be compiled by the Firm where UNDP and GDIP will provide lists to the Firm. The Firm should make necessary work on the lists³ to make it ready for sampling. Therefore, the firm should itemize their proposed budgets for this activity.

It is not preferred to use substitute samples which violates the probability sampling principles. However, if SME is determined to be out of business and cannot be motivated to be interviewed after several sincere attempts (refusal), then the SME will be eligible for a substitution from the sample. Using the information taken from Firm, UNDP/DGIP is authorized to set the rule for substitutions. Based on the instructions of UNDP/DGIP, substitute samples shall be interviewed. The substitute samples will be selected by UNDP/DGIP during sampling stage. Otherwise, substitutions will not be allowed.

The primary objective of the survey is to reach the target number of SMEs for each sector, province, and size group (stratification category) as described in this Terms of Reference (TOR). However, if any given stratification category is exhausted before reaching the target number of interviews, the Firm should inform UNDP and DGIP and based on the instructions of UNDP, the survey shall continue.

3.4 Recruitment of field personnel

The team should be comprised of team leader, statistician, survey coordinator, e-numerators and field supervisors. The Firm shall be fully responsible for the recruitment of field personnel for all survey activities (pretest, pilot, main survey). At least 10-15 enumerators are expected to work in the fieldwork. Bidders are expected to submit their team composition and field management strategy in their technical proposal. The final selection of personnel for the main fieldwork shall be based on experience, education, and performance during training. The selected field personnel should also have experience in survey administration, as well as conducting SME surveys. It is also expected that selected enumerators and supervisors would be available for the entire duration of the survey. The Firm shall also recruit field monitoring and remote monitoring quality control team.

- The duties of team leader will be: to coordinate all project activities; to communicate with UNDP and DGIP; to develop questionnaire; to develop draft report and final report, to conduct statistical analysis; to assure quality of deliverables; and to deliver training.

³ The format of list is provided in Appendix

- The duties of the statistician will be: to monitor data quality; to conduct data quality check; to clean data; to conduct statistical data analysis; to visualize main findings of survey; to select random sample from sampling frame; preparation of datasets (raw and cleaned) in various formats such as SPSS, Excel, CSV
- The duties of the **enumerator** will be: to visit the selected SME and ensure their participation; to conduct face-to-face interview with the selected firm representative; to accurately record respondent answer; to ensure completeness and accuracy of answer; to perform accuracy check on the questionnaire; to ensure security and confidentiality of the completed questionnaire; to deliver completed questionnaire to supervisor; to respond to other needs related to the field-work as assigned from time to time; and to safeguard the confidentiality and privacy of the collected information.
- The duties of the **field supervisors** will be: to supervise all activities of their assigned enumerators and to monitor their activities during the data collection process through spot check and call back; to assure the quality of the work of the enumerators and the quality of the data from the completed questionnaire; to approve completed questionnaire; to explain clearly to each enumerator his/her duties and responsibilities; to assist enumerator in securing SME participation if necessary; to provide all logistical support and material to enumerator; to provide feedback to enumerator on quality assurance and methodology requirements.
- A **survey coordinator** will oversee the field-work. The duties of the survey coordinator in each region will be: to supervise all activities of supervisor and enumerator; to coordinate the selection of SME and the screening process; to ensure that selected SME meet the requirement of the study; to assist SME to be surveyed to supervisor and enumerator; to assist the team to ensure maximum participation and minimize non response; and to coordinate with supervisors the quality control of the data collection process.

The number of e-numerators and field supervisors and their composition for the main fieldwork is expected from Firm in their technical proposal. However, the staff number of e-numerator and supervisors shall be separately at least 10.

3.5 Survey Implementation

The survey will be carried out by the selected Firm employing face-to-face interviews with each SME's top manager and potentially other senior managers as discussed above. Experience shows that in addition to the fieldwork needed to complete the interviews substantial effort and resources should be allocated to the preparation and logistics before the fieldwork begins. Bidding Firms are encouraged to take into consideration the following activities in the costing and planning of their proposals.

The main fieldwork shall be rolled-out immediately after the main training. It is therefore vital that all necessary administrative (permits) and logistical arrangements are made to ensure the smooth and timely take-off of the fieldwork. A detailed work plan that highlights the calendar of activities for each field team; provisions for ensuring data quality, including procedures for addressing data inconsistencies and misreporting, and spot checks, shall be developed by the Firm. During the fieldwork, checks and balancing mechanisms shall be put in place to ensure that questionnaires are administered to the appropriate respondents/individuals.

Since high non-participation rates could jeopardize the success of the project and can bias estimates based on the data collected, special emphasis must be put into designing and implementing a plan to contact and recruit selected Firms to participate. The Firm is responsible for writing, getting an approval of, and sending letters and/or e-mails, making phone calls, setting appointments, and conducting 1230 interviews within the scope of this contract. The PMU will provide the Contractor with a list of SMEs within the scope of this assignment. In order to avoid decrease from 1230 interviews during the course of assignment, the number of SMEs in this list will be at least 2000.

A formal approach when making contact with the SMEs selected for interviews has proven to be the best method given the sensitive nature of the information requested and the burden that the interview represents for busy senior SME officials. The Firm should expect and prepare for this responsibility and allocate the resources required for a well-planned and well-executed interview.

3.5.1 Email addresses

The selected firm is expected to collect and verify email addresses of all interviewed SMEs, whenever available.

3.5.2 Training

The Firm must have a well-developed plan to thoroughly train their field supervisors, enumerators on the questionnaire and survey procedures. Enumerators must also be able to interpret all questions consistently and ask all questions in the prescribed manner. All supervisors and enumerators are expected to read, study, and understand the Questionnaire Manual which will be developed by Firm

Training of enumerators and supervisors in the specific implementation of the questionnaire is essential for the success of the project. For this reason, bidders are encouraged to plan a centralized training, ideally in their premises and/or in any training venue furnished with required training equipment. The costs related to trainings will be covered by Firm.

The UNDP and DGIP will be part of all these training sessions. However, it is the Firm's responsibility to be able to independently train all the staff participating in the survey implementation. It is recommended that about 10 – 15 percent extra enumerators are trained to make up for any attrition or nonperformance during fieldwork implementation. The following components must be included in the field personnel training:

- **Theoretical:** Training should include a theoretical review of the questionnaire for field supervisors and enumerators to fully understand the objective of each question. Standard interviewing techniques and field protocols should also be covered.
- **Classroom practice:** Training should include individual and group exercises for participants to become familiar with the practice of asking and filling the questionnaires. This part of the training will include in-class demonstrations of all sections/questions of the questionnaires as well as mock interviews using the CAPI application
- **Evaluation:** As part of the training, interviewers, supervisors and other trainees should be evaluated based on their understanding of the survey and the questionnaires in particular. Decisions as to which field staff will take part in the data collection exercise shall be made based on this evaluation. The evaluation shall be conducted by UNDP/DGIP teams, and the results documented accordingly. Trainees selected to participate in the fieldwork shall be those that perform satisfactorily on the exam.

3.5.3 Pre-test

The Firm shall conduct a pre-test of the questionnaire. The pre-test will focus on achieving, among others, the following goals:

- identify questions that need to be reworded to improve understanding, need additional response options added or altered to fix problems with question flow and skip patterns,
- identify any questions that demonstrate an inability to elicit from respondents the information the questions were intended to capture,
- and improving and perfecting the CAPI application.

The pre-test shall be conducted in any location suggested by UNDP/DGIP with 10-12 SMEs. The pre-test report should be submitted to UNDP/DGIP.

3.5.4 Piloting

Following the pre-test and revision of the questionnaire, the Firm must conduct a pilot with 20-25 SMEs from various sectors. Each enumerator should conduct at least 2 interviews. The pilot shall focus on the wording of questions, flow of the CAPI application and field operations. The pilot will also test the CAPI script. Besides, these interviews must be timed to ascertain the length of implementing the questionnaire. The Firm must develop a pilot report and submit it to the UNDP/DGIP as a result of piloting.

All modifications to the questionnaires, CAPI script, instructions and sampling structure that may be suggested from the piloting results must be approved by the UNDP/DGIP. Any changes to the format or order of the questionnaire to facilitate implementation should also be cleared with the UNDP/DGIP.

3.5.5 Interviewing

The survey should be launched after training and piloting are completed and after the final questionnaires have been approved by the UNDP/DGIP.

Survey fieldwork and interview completion are determined by the UNDP/DGIP by taking into consideration the number of completed interviews and the quality and comprehensiveness of the data gathered from these interviews. For a survey to be complete, most of the relevant information must be obtained and entered into the database. No questions should be left blank except the ones skipped due to correctly applied skip patterns. The integrity and accuracy of the data are vital. The Firm will establish procedures to check the quality of the interviews. A minimum of 10% of the completed interviews will be required to be back checked by telephone by the Firm to ensure the integrity of the data collection. Additional callbacks may be required depending on the quality control feedback provided by the UNDP/DGIP. The supervisors of the survey will randomly check enumerators and accompany interviewers on some interviews. Representatives of the UNDP/DGIP may accompany survey teams to monitor effectiveness, ensure quality and check for progress in the field.

3.5.6 Monitoring of Data collection

The Firm will be required to closely monitor data collection activities both in-person in the field as well as remotely. Monitoring in the field should be conducted by a specialized quality assurance/control support team who are fully versed in field protocols and questionnaire content. The incoming data should also be remotely monitored for completeness, consistency, unreasonable values, etc. The remote monitoring shall include (but not be limited to) data checking programs in SPSS/Stata/R/Excel to identify potential issues for follow-up and correction. This exercise shall be conducted continuously throughout the fieldwork period. Firms invited to submit a full proposal should provide a detailed plan for the monitoring component.

3.5.7 Data documentation and delivery

The data shall be cleaned by the Firm, in close coordination with the UNDP/DGIP. The raw data as well as the cleaned versions and syntax, shall be shared with the UNDP/DGIP in Stata/SPSS and/or Excel format, with all variables labeled and adequately documented. Data documentation will include, but not be limited to the complete set of final questionnaires, manuals, and a basic information document that details the entire survey process and highlights how the data should be used.

The Firm is further requested to provide details on data security, specifically the Firm's data protection principles and rules; the measures that will be taken to ensure respondent confidentiality; the process by which personal data will be processed, stored and used ethically in fulfillment of the contract requirements; whether they need support from the UNDP/DGIP to comply with the data security requirements of the contract; and the procedures that will be in place to prevent data tampering, misuse or leaks to third parties.

3.5.8 Non-Participation and Progress Report

The Firm must maximize efforts to reduce non-response rates. To keep track of this effect and to separate non-participation from sampling frame problems a weekly report will be submitted to the UNDP/DGIP. The Report template should be prepared by Firm and approved by UNDP/DGIP. The Firm will be required to fill in the template with the required information necessary to monitor the survey progress and send up to date copy to the UNDP/DGIP at least once each week.

Every SME contacted during fieldwork must be classified according to specific codes provided in the template (see the table in Appendix II).

3.5.9 Project Team

It is important that the selected Firm puts in place mechanisms to guarantee low rotation of personnel. Bidding Firms are encouraged to demonstrate in their proposals that they will be able to preserve the core team throughout the field-work.

In addition to field team specified in 3.4, the Firm should, at minimum, assign the following staff to the project:

Team Leader:

- At least Bachelors degree in Social Sciences, Economy, Finance, Statistics, Management, Business Administration, Public Administration or other related fields
- At least 10 years of professional experience in research projects in the fields of economy, marketing, and sociology with specific experience of national representative SME surveys in the last 5 years
- At least 8 years of field experience in the design of qualitative and quantitative data collection methodologies, tools, and training
- Minimum 10 years of experience in project management and/or leading research teams, international consultants, including 4 years' experience in project management and/or leading research team at the country level;
- Proven experience in preparation of survey and training material
- Professional experience in training and supervising interviewers
- Previous working experience with UN agencies will be an asset

Statistician:

- At least graduation in Statistics, Economy, Mathematics or Econometry
- At least 5 years' experience of quantitative research, real-time/online monitoring
- Proven experience in data quality control mechanism

Survey Coordinator:

- At least graduation in Statistics, Sociology, or other relevant fields
- Minimum 3 years experience in coordination of nationwide surveys in Turkey
- Previous survey coordination experience regarding SMEs
- Strong problem-solving skills and excellent coordination and communication skills
- At least 5 years' experience of quantitative research, real-time/online monitoring
- Proven experience in data quality control mechanism

- Strong team management skills

Field Supervisors:

- Minimum 3 years of experience in supervising' quantitative surveys in Turkey
- Strong problem-solving skills and excellent coordination and communication skills
- At least graduation in Social sciences
- Proven experience in data quality control mechanism

E-numerators:

- Minimum 2 SME surveys experience in the past 3 years
- At least have graduation in social sciences
- Previous working experience with CAPI solutions
- Good communication skills and time management
- Good team working ability

The Firm should submit resumes for Team Leader, Statistician, Survey coordinator, Field supervisors and E-numerators. For these groups, the Firm should submit a list of enumerators and short-bio well before training for approval by UNDP/DGIP.

In case any person involved in the data collection must be permanently or temporarily replaced during the duration of the study, the Firm should ensure sound knowledge transfer and training and inform the UNDP/DGIP no later than 7 business days after the change; such transfer includes all relevant data and materials. In case of replacement of key personnel, i.e., team leader, survey coordinator, statistician the proposed replacement should be approved first by the UNDP/DGIP. If necessary, the UNDP/DGIP may request re-training of the Firm's staff involved in the project.

3.5.10 Data Quality Control

The Firm will provide the collected data at any time following a request by the UNDP/DGIP, and also at three predefined stages during the data gathering/entry process for consistency check and quality control. The first set will be delivered after ten percent (10%) of the total number of interviews have been completed and entered into a database. The second set will be delivered after fifty percent (50%) of the total number of interviews has been completed. The final set will be delivered after completion of one hundred percent (100%) of the interviews. Each delivery should include coded and verified values for string variables to enable UNDP/DGIP review.

The UNDP/DGIP will request more frequent data updates in addition to the three main deliveries. The UNDP/DGIP will check the data and provide feedback to the Firm on any errors or inconsistencies.

4. Deliverables, Payment, and Timeframe

The Firm is expected to complete the tasks within the following timeframe:

#	Survey Activities	Deliverables	Timeframe
1.1	Detailed work plan for implementation	<ul style="list-style-type: none"> • Work Plan • Sampling frame • Questionnaire • Pre-test report • Training materials and report • Pilot study report • List of field team member 	After 1 week of contract signature
1.2	Preparation of sampling frame ⁴		4 th week
1.3	The final version of the questionnaire and CAPI platform		4 th week
1.4	Pre-test report		5 th week
1.5	Final training materials (training manual-slides)		6 th week
1.6	Delivery of training and submission of training report		7 th week
1.7	Implementation of pilot study and submission of the final pilot report		8 th week
1.8	A finalized list of recruited personnel for the main field-work		8 th week
2.1	Main field-work	<ul style="list-style-type: none"> • Raw dataset 	9 th week
2.2	Submission of 50% of collected raw data in STATA/SPSS format		11 th week
2.3	Finalization of field-work		13 th week

⁴ The UNDP/DGIP will help to Firm to gather required data to create a sampling frame

3.1	Submission of a raw dataset with all variables labeled and adequately documented in STATA/SPSS/ Excel format		14 th week
3.2	Submission of data cleaning plan, cleaning syntax, and sampling weights for each firm ⁵		15 th week
3.3	Submission of draft survey report (Turkish) including methodology and findings of 21 provinces for feedback		17 th week
3.4	Submission of draft survey report (Turkish) including methodology and findings of 7 pilot provinces for feedback		17 th week
3.5	Final report with (Turkish) with a <u>specific focus to results of 7 pilot provinces</u> , containing a brief description of the work performed, deliverables and any other information related to the overall organization and execution of the survey, and on organization of the output files highlighting any notable difficulties, challenges and deviations from the original plan, and any other notable occurrences presented to UNDP/DGIP for feedback and validation	<ul style="list-style-type: none"> • Cleaned dataset • Draft survey report-TR • Final survey report in TR and ENG 	19 th week
3.6	Final Report including results of 21 provinces (Turkish), containing a brief description of the work performed, deliverables and any other information related to the overall organization and execution of the survey, and on organization of the output files highlighting any notable difficulties, challenges and deviations from the original plan, and any other notable occurrences presented to UNDP/DGIP for feedback and validation		19 th week
3.7	Submission of a cleaned dataset with all variables labeled and adequately documented in STATA/SPSS/Excel format		19 th week
3.8	Submission of translated Final Reports and key executive summaries (English & Turkish)		20 th week

Besides, the firm should submit weekly progress reports that include response rates of samples.

5. Confidentiality and Data Ownership

The Firm will protect the confidentiality of SMEs and individuals participating in the survey at all stages. All collected data, including the frame if it is put together especially for this project, is confidential and the sole property of the UNDP/DGIP. Its purpose is to support research on the business environment and the development of the private sector. No data or other information from this survey will be released to third parties without the written approval of the UNDP/DGIP. The firm shall not use and/or release any data for his own interest or any other purpose. The Firm will turn over all data, questionnaires and other material to the UNDP/DGIP and will not retain any information or material after the survey data collection has ended. **The names of participating SMEs and the GPS coordinates of the SMEs will not be released by the Firm to any other party for any reason.**

6. Tentative Time Schedule

Upon signing the contract, the implementing Firm will carry out the technical and logistical preparation for the survey, including questionnaire design, development of CAPI platform, development of training manual, training slides, implementation of pre-test and pilot, conducting main fieldwork, data quality control, supervision of field team, etc. Immediately following the approval of the questionnaire, the Firm will train interviewers and conduct pre-test and pilot.

Work is expected to start by January 2020. The implementing Firm is expected to submit the completed, clean databases and all other deliverables including final implementation report to the UNDP/DGIP 20 weeks after contract signature

⁵ The weights should be approved by UNDP/DGIP before proceeding with analysis

Annex 2: UNIVERSE POPULATION TABLE FORMAT

Number of active SMEs		Manufacturing - category 1	Manufacturing - category 2	Rest of Manufacturing - category ..n
Location 1	Micro (0-10)employees			
	Small (11-50) employees			
	Medium (51-250) employees			
Location	Micro (0-10)employees			
	Small (11-50) employees			
	Medium (51-250) employees			
Location N	Micro (0-10)employees			
	Small (11-50) employees			
	Medium (51-250) employees			

Sampling Frame Format

Firm Name	Authorized Firm Staff	Address	Telephone	Email	NACE Rev 2 ⁶	Number of Employees

⁶ NACE Rev 2,

Annex 3 – Quotation Submission and Price Schedule Form

United Nations Development Programme
(UNDP)
Yıldız Kule, Yukarı Dikmen Mahallesi,
Turan Güneş Bulvarı No: 106 06550
Çankaya, Ankara, Turkey
REF: UNDP-TUR-RFQ(EEM)-2019/25

SUBJECT: PROCUREMENT OF IMPLEMENTATION OF ENERGY EFFICIENCY AWARENESS SURVEY WITH SMEs

Dear Sir/Madam;

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions for Contracts, and hereby present our quotation for the Provision of Field Survey to Serve as a Basis of Energy Efficiency Awareness Activities, and our agreement to provide the subject matter services in full conformity with the Technical Specifications and requirements of UNDP as per referred in this RFQ.

No.	Deliverable	Price Proposal for each Deliverable (USD)	Total Price Proposal which will be subject to payments (USD) (for each two payment steps*)
1	Delivery of Activity 1.1 indicated in Section 4 within the deadlines stipulated in RFQ.		
2	Delivery of Activity 1.2 indicated in Section 4 within the deadlines stipulated in RFQ.		
3	Delivery of Activity 1.3 indicated in Section 4 within the deadlines stipulated in RFQ.		
4	Delivery of Activity 1.4 indicated in Section 4 within the deadlines stipulated in RFQ.		
5	Delivery of Activity 1.5 indicated in Section 4 within the deadlines stipulated in RFQ.		
6	Delivery of Activity 1.6 indicated in Section 4 within the deadlines stipulated in RFQ.		
7	Delivery of Activity 1.7 indicated in Section 4 within the deadlines stipulated in RFQ.		
8	Delivery of Activity 1.8 indicated in Section 4 within the deadlines stipulated in RFQ.		
9	Delivery of Activity 2.1 indicated in Section 4 within the deadlines stipulated in RFQ.		
10	Delivery of Activity 2.1 indicated in Section 4 within the deadlines stipulated in RFQ.		
11	Delivery of Activity 2.1 indicated in Section 4 within the deadlines stipulated in RFQ.		
12	Delivery of Activity 3.1 indicated in Section 4 within the deadlines stipulated in RFQ.		
<i>Total Sum of Price Proposal (First Phase of Payment)</i>			
13	Delivery of Activity 3.2 indicated in Section 4 within the deadlines stipulated in RFQ.		
14	Delivery of Activity 3.3 indicated in Section 4 within the deadlines stipulated in RFQ.		
15	Delivery of Activity 3.4 indicated in Section 4 within the deadlines stipulated in RFQ.		
16	Delivery of Activity 3.5 indicated in Section 4 within the deadlines stipulated in RFQ.		
17	Delivery of Activity 3.6 indicated in Section 4 within the deadlines stipulated in RFQ.		
18	Delivery of Activity 3.7 indicated in Section 4 within the deadlines stipulated in RFQ.		
19	Delivery of Activity 3.8 indicated in Section 4 within the deadlines stipulated in RFQ.		
<i>Total Sum of Price Proposal (Second Phase of Payment)</i>			
Overall Total Price Proposal		

** Payments for the deliverables from 1.1 to 3.1 (inclusive) shall be effected upon submission of Deliverable 3.1 as lump sum and payments for the deliverables from 3.2 to 3.8 (inclusive) shall be effected upon submission of Deliverable 3.8 as lump sum. In this regards, if **all** deliverables from Deliverable 1.1 to Deliverable 3.8 (inclusive) in Section 4 of this RFQ are not produced and delivered by the Contractor to the satisfaction of UNDP as approved by the responsible Project Manager in consultation with Ministry of Industry and Technology, no payment will be made, even if the Contractor has invested working days to produce and deliver such deliverables.*

I hereby, as the authorized person of the Offeror, declare that the technical specifications of the services for which we have submitted quotation(s) are reviewed and accepted without any reservation.

The prices above exclude VAT and include all kinds of transportation, insurance, etc. costs that will come out in relation to execution of the services.

I, as the authorized person of the offeror, hereby confirm that UNDP reserves the right to totally cancel this RFQ without any obligation and/or need for clarification to Offerors.

Best Regards,

UNDP shall issue payments over this price proposal, without changing the payment amounts whatsoever.

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____