

Subject: Pre-Bid Minutes of Meeting

UNDP Ref #: UNDP-RFP-2020-032- Conducting a Longitudinal Survey on Citizens' Satisfaction with Public Service Delivery

Venue: 6th Floor, Mehran Meeting Room, Serena Business Complex, Islamabad

Date & Time: 13th Feb 2020-1100Hrs

UNDP Representatives:

- Hasaan Khawar -IC - Sr. Governance Advisor Pre-Inception Phase-RIGHP-UNDP
- Usama Bakhtiar Ahmed - IC- Technical Specialist Pre-Inception Phase- RIGHP - UNDP
- Minhaj ul Haque - IC - Statistical Expert Pre-Inception Phase- RIGHP – UNDP
- Adeel Khalid- Advisor RBM – RIGHP - UNDP
- Faisal Zaka- AFA-RIGHP-UNDP
- Ali Saeed- Procurement Officer-PU-UNDP
- Seemab Rashid- Sr. Procurement Associate- PU-UNDP
- Haroon Gul - Procurement Assistant - PU - UNDP

Bidders:

- IPSOS
- BEFARe
- Management & Development Center (MDC) Private Limited
- IPOR Consulting (Pvt) Limited
- Associates in Development (Pvt) Ltd.
- Gallup Pakistan
- CONTECH International
- GAT Consulting Pvt Ltd
- Zia Masood Kiani & Co.
- CHIP Training and Consulting (CTC) Pvt. Ltd
- Nielsen
- Sustainable Development Policy Institute (SDPI)
- Research and Development Solutions (RADS)

The pre-bid meeting was organized by UNDP for the RFP # UNDP-RFP-2020-032. During the pre-proposal meeting, following major questions were raised by bidders. The answers to the questions are given in points below for the information of vendors.

Q1: How many districts does the survey involve?

A: All 71 districts in Punjab and Khyber Pakhtunkhwa are part of this survey including the Newly Merged Districts (NMDs).

Q2: Can only NGOs submit the proposal, or can the for-profit firms also apply?

A: This is an open competition. Any organization can apply for this RFP, as long as it demonstrably meets the Eligibility Criteria.

Q3: What is the size of the tool and how much time would one questionnaire take?

A: This is a longitudinal survey design comprising three rounds of fieldwork for a household survey.

i) On an average, each questionnaire should take 40-45 minutes.

ii) The other tool is a household listing form.

Q4: What is the total sample size? The RFP mentions both 28,000 and 35,000.

A: The sample size will be approximately 28,400 households: 400 households per district. UNDP has also asked for unit cost per 1,000 households for a certain range of sample sizes, in case we need to expand or reduce the sample size and geographic coverage. However, financial evaluation will be based on the sample size of 28,400, not this unit cost figure.

Q5: Will UNDP pick clusters and then spread?

A: The sample design and allocation plan will be prepared by the UNDP. Latest census is used as a sampling frame. It will be a probability-based design to ensure representativeness at district level. The size of the PSU or cluster has been mentioned as an upper limit.

Q6: Who will do sampling and what will be the sample size distribution at district level?

A: The survey firm is responsible for preparing the fresh PSU listing only for the FIRST ROUND and for securing the assistance of Pakistan Bureau of Statistics (PBS) officials at that stage, (if required).

Sampling and design work will be done by UNDP in collaboration with PBS. There will be 400 (approx.) households per district.

Q7: Which sampling method is required (cluster-based sampling, systematic sampling, random base sampling, etc.)?

A: The sample design comprises stratification, clustering and will have multiple stages to select the final respondent. Systematic sampling with a random start will be used to selected household within a PSU.

Q8: Specifically, who will be the target respondents of this survey and what is the base of 28,000 sample size?

A1: Only one responsible adult (male or female) will be interviewed from a household. The sample intervals and any replacements will be recorded using the village/ PSU listing.

A2: The 28,400-sample size is based upon event of interest.

Q9: How many respondents per household and per cluster will be selected and what is the classification/definition of the responded?

A1: Only one respondent per household will be selected. The PSU size will be 10-12 households per PSU (5-6 of each gender).

A2: A responsible adult above 18 years of age, male or female, can be a respondent. The sampling and replacement procedures for subsequent survey rounds will be provided by the UNDP.

Q10: Please confirm the timeline for each phase?

A: The total duration of the project is 42 months. The timeline for Phase-I is six months. Rapid mobilization and implementation plan will be one of the deciding factors in the contract award and each firm is expected to share its workplan. Data collection for Phase I is expected to be completed May 2020, for Phase II October 2021 and data collection for phase III to be completed by April 2023.

Q11: How would the firm reach the household and the targeted areas?

A: The UNDP will provide procedures on how to draw a household and will provide maps with basic sketches for the PSU. If further assistance is required, for instance directions or demarcations, the firm will liaise with PBS independently. See answer to Q21.

Q12: What will be the age bracket of the target respondents and how will the sampling procedures be determined for drawing the sample?

A: The UNDP will provide procedures to draw a sample. In case more than one adult of any gender is present in a household, probability-based procedure will be provided to sample one element. All ages above 18 years will be represented.

Q13: What will be the replacement strategy for mid-line and end-line surveys?

A: Replacement strategy will be mentioned in questionnaire and UNDP will encourage firms to come up with good replacement strategy in order to mitigate the risk, in accordance with prevailing industry standards. UNDP will also provide a manual for replacement strategy.

Q14: What are the key public services covered in this perception survey?

A: In addition to the household roster for all members, four sectors will be covered i.e. Education, Health, WASH and the fourth one will be open.

Q15: What is the basis of survey data analysis? Would analysis be required for all 36 sections or only the 4 main sections?

A: Only for the four main services (mentioned above) will be covered. The firm will provide a survey report, **FOR EACH ROUND**, using descriptive analysis covering main sections of questionnaire.

Q16: What are the indicators involved in this study? Will UNDP specify the 4th Section that has been left open?

A: Four sectors are covered, three of which have been specified by UNDP i.e. Education, Health, WASH and fourth one will be open.

Q17: What level of panel mortality (lost to follow-up) will be acceptable, knowing the fact that in literature the rate is 10%?

A: Panel mortality is a reality of panel surveys. UNDP will accept it with proper documentation of the reasons. The firms are encouraged to present methodology for proper documentation of the panel mortality along with measures to control it.

Q18: In case of drop out of respondents in subsequent waves of the survey, what safeguards or replacement methods are available for handling attrition?

A: As discussed, limited replacement is allowed, under certain circumstances with the condition of properly documenting it. The UNDP will provide the standard procedure to specify replacement in the questionnaire. The emphasis will be on attempting to reach the same respondent, household or at the very least, the same community in subsequent waves.

Q19: What methods can be used for survey data collection? Is telephonic survey allowed?

A: Survey data collection cannot be done through telephone. Only face to face interviews will be allowed.

Q20: What will be the quality measure of response error?

A: The survey firms should provide details of the strategy on quality of survey in their proposal such as how to reduce response errors (interviewer's error) and other types of error.

Q21: Will the primary sample unit notes and maps be provided to the firm?

A: The PSU identification notes i.e. how to reach a PSU will be provided by UNDP. Sketch maps will also be provided on the demarcation of each PSU. There can be few instances where the maps are not be available. The firms' field team will do the demarcation.

Q22: Who will request for the NOC for permission to conduct the survey in different districts? What if there is delay in obtaining the NOC from the government?

A: The NOC is the responsibility of firm. UNDP may only facilitate the firm by providing a letter declaring that the firm is engaged on the UNDP assignment. Firms should consider and mitigate this risk as part of the workplans they present in their proposals. For NMDs, there may be more support offered by UNDP (if required).

Q23: Will the merged districts of KP be included in the survey and how will UNDP help us to reach merged district areas of KP?

A: Merged districts remain an open question and that is why UNDP requires unit cost in case contract negotiations are required.

Q24: GPS coordinates at merged district areas is not possible, so how we can reach to these districts?

A: UNDP strongly encourages the use of CAPI where possible. Where it is not possible (due to reasons beyond the firm's control), the requirement will be waived.

Q25: When will the 10% performance bond be required?

A: Performance bond will be required at 10% of the total contract value and must be submitted by successful bidder after signing of contract.

Q26: Can the proposal be submitted only through E-tender?

A: Yes, all the bidders must submit the proposals through e-tender system. Hard copies of proposal or proposal through email will not be accepted.

Q27: Can the proposers retain the staff after the completion of phase 1 of the survey?

A: The proposer only requires retaining the key staff (excluding the enumerators) during the survey data collection phase and related activities. Key staff personnel can only be changed after consultation and pre-approval by UNDP.

Q28: Can qualitative research be employed?

A: No. There is no provision for qualitative work.

Q29: What will be required in the final report?

A: There will be three reports (one for each round). The firm will provide a survey report with descriptive analysis covering main sections of questionnaire. The firm will document and give details of panel mortality, in the 2nd and 3rd reports.

Q30: For monitoring purposes / visits, do the firm required to facilitate the UNDP staff?

A: The firms will facilitate the visits, UNDP will arrange for staff logistics etc.

Q31: The payment schedule requires unreasonable out of pocket expense in Phase I. Can this be addressed?

A: We may be able to address this at the contracting stage. Please provide deliverable-wise plan, as stipulated in the Financial Proposal.

Q32: Who will provide the questionnaires and manuals and who will translate?

A: The manual and questionnaire in English will be provided by the UNDP. The firms will be required to translate and pre-test, as mentioned in the RFP.

Q33: The financial statements for projects and organization financial statements are different. How should this be reflected in the proposal?

A: If that is the case, the firm may submit detailed summary supported by evidences for UNDP review.

Q34: What if certain PSUs are inaccessible?

A: UNDP will provide 4% - 5% extra PSUs, in case replacement becomes necessary.

Q35: Are the taxes included in the budgeted amount?

A: UNDP will try to get exemption from MOFA. Tax amount should be mentioned separately of financial proposal. UNDP will pay the invoice amount and no withholding will be deducted.

Q36: Who will bear translation cost?

A: The firm will bear the translation cost, manual and questionnaire in English will be provided in soft form