

Pre- Bid Meeting Question Answer Session

Request for Proposal, Ref: UNDP-RFP-2020-268 Covid 19 KAP and Biz survey

Date of meeting: 22nd Sept 2020

The Pre-bid Meeting was organized by UNDP for the RFP# **UNDP-RFP-2020-268 Covid 19 KAP and Biz survey**

Discussions:

- Procurement unit initiated the meeting and introduced all the participants from UNDP and a brief introduction of all the bidders was requested.
- Purpose of the meeting was explained to all the participants.
- Proposal submission process was explained to all the bidders.
- Bidders were explained how to submit the financial and technical bids separately.
- Requesting unit explained the TORs in detail and the expectations of the project.

Questions asked by the bidders along with the responses by UNDP are mentioned below.

1. In KAP Survey responsibilities where the survey firm is supposed to do activities, In the tool and questionnaire design , it says 'questionnaires were designed at individual level'. Are these tools already designed?

Yes, Tools are already designed.

2. Will a database of respondents for KAP be provided or the firm is supposed to arrange that?

The firm will arrange it as per the sample size drawn for each district. The sample size will be shared with the firm once the contract is signed.

3. When you say 16 enumerators for both KAP and Biz, do you say 8 for each or we can decide on the distribution?

If we look at the provided budget heads it's clearly stated in the Frequency /number section for each survey.

4. You mentioned Duty station to be in Peshawar , can the call center be based in Islamabad?

The call center can be based in any city of PAKISTAN.

5. KAP says 32 districts this means it is not for merged Areas in KPK? Only biz surveys are for merged areas?

That right KAP in all 32 districts of KP and Biz in all 7 districts of Merged Areas.

6. Is there any budget ceiling?

Budget is never shared, that's how financial proposals are marked/rated.

7. The duration in one in DBS says 66 days but in the details later say 86? Which one are we to consider?

It is 66 days and both activities need to be parallel. A grace period of 20 day will be part of the contract due unforeseen delays.

8. If UNDP / Client will provide the contact list (Numbers) for Robocall, will this be a district wise database? We are estimating 5% success ratio from Robocall, that means we will require 80000 numbers for 4000 successful recruitment.

UNDP will not Provide Contact List. It will be the responsibility of The Firm.

9. We know that there are Network coverage issues in most of the KPK region? In this case is data skewed towards any specific districts?

There is no District with out cell services. As District wise Sample is calculated as per the population weight of that District, there for the District wise sample are very much achievable.

10. Software development (Page32): Is there any flexibility of doing manual dialing to random numbers instead of software based dialing process?

NO. with manual dialing, call redording would not be possible.

11. During experimental design, Group 2 will be receiving messages via Robocall. Are the respondents supposed to provide text based response for each message? Also please share the number of messages that are going to be delivered to respondents via Robocall during experimental design.

No response is required form respondents. The number and content of the messages is yet to be decided.

12. Can you provide details on the size of the 4 questionnaires for the KAP survey? How long are these surveys generally expected to take?

The Questionnaires will only be shared with the winning firm. The average time for completing the questionnaire is 18 mints.

13. Where will the phone numbers for the enrollment phase to select the sample of 4000 come from? Will UNDP provide these or will the consultant firm have to procure these?

Plz read the Enlisting Section of the ToR. Same answered above.

14. It is stated that 'The firm will be responsible for enrolling 4000 respondents in accordance with the population weighted district sample size'. Does that mean that the sample of 4000 will be proportionately divided into the 32 districts?

YES.

15. With regards to the payment of incentives to participants the RFP on page 30 and 31 clearly states "This cost will be paid by UNDP to the firm for onward transfer to respondents and shouldn't be included in the financial proposal of the firm". However line items against these payments have been included in the Financial proposal template. Please clarify.

YES

16. Also please clarify the frequency of these payments. Our understanding is that 200 rupees incentive will be given to 4,000 survey participants at the completion of the survey response. After that, at the experiment stage, 1000 rupees incentive will be given to 400 participants (Group 1) selected for messaging through an android-based application, and this will be on top of the 200 rupees given already. The Group 2 (all survey participants from 8 randomly selected districts) will receive robocall-based COVID-19 messages. They will not receive any incentive at the experiment stage?

Group 2 won't receive any incentive.

17. No further incentive will be given at the endline survey?

PLEASE read TOR, it clearly written.

18. It is our understanding that for the Messaging (Experiment) phase participants will be selected randomly from the sample of 4000, regardless of the baseline survey questionnaire administered to them. Please confirm.

YES

19. For the BIZ survey, is UNDP expecting the sample of 239 to be equally distributed amongst manufacturing and services businesses? Also please clarify if the sample size of 239 caters to the non-responsiveness of businesses or will an additional sample have to be selected to complete 239 responses?

UNDP will need 239 Completely filled forms.

20. Only datasets for the survey will serve as deliverables and no analysis is needed of the collected data. Please confirm.

YES

21. What format does UNDP require the data in?

Excel and Frequency Table.

22. On page 34 of the RFP it is stated that "The consulting firm/ organization/ company will provide one full-time technical expert as a Team Lead and one Survey Expert as team member". However, the Survey Expert has not been included in the list of Key Personnel or the Financial Proposal Form.

Plz add it in the key personnel list.

23. The incentive amount which will be paid by UNDP to the firm for onward transfer should be included in the financial proposal with comments (To be paid by UNDP as per RFP)

Yes

24. Do we need to include the CVs for enumerators as these are non-Key staff?
yes we need the CVs as we need to start activities asap

25. Do we need to conduct both the surveys simultaneously?
Since the time is short, yes both the surveys need to be simultaneously conducted.

26. Robocalls frequency and who will be designing the questioner and the frequency?
The frequency will be informed by the baseline survey. And the four questioners shall be distributed

27. If there is a firm who already has the required software; will UNDP be using the existing software?
Yes if suits UNDP requirements of survey.

28. What is the need of sending questions through application why don't we use short codes?
The requirement of this application is that the user shall be utilizing it on ground and will transmit information regarding their location.

29. What is the definition of UNDP of Micro and small enterprise?
Background to the business definition; it is not important for the businesses in merged areas to be registered.
Definition for Micro business there is not any labor available, for the small enterprise there are 4 to 5 people.

30. Districts of KPK are mentioned in TORs whether these will be selected or have already been selected?
When the base line will be completed so 8 district of 8 former agencies shall be including

31. What sample size each district shall have?
A while enlisting the respondents the general public shall be given a choice, some districts there are more than 100 respondents whereas some district has fewer in number.

32. Data base is the responsibility of UNDP or service provider?
To develop the data base, the service provider can ask further Cell service providers to make the survey

33. How long shall each questionnaire take?
18 Minutes.

34. Related to Incentive transfers- what time duration is calculated to transfer the money to the respondent?
200 pkr mobile balance for response and 1000 cash transfer completion of survey
35. Service provider can operate inside the KPK apply only or any other part of the Pakistan
Service provider can operate from any part of Pakistan
36. Applicable taxes shall be included in the prices
Yes
37. What data of the user will UNDP captured.
The duration for which the respondent has stayed on the questionnaire will be captured.
38. What percentage has been calculated for the dropouts
Regardless of dropouts In-case of KAP 4000 complete forms & for BIZ we will need 239 complete forms
39. In case if any NOC is required, has UNDP covered it.
Yes the firm will get a letter from the government to conduct the survey
40. Duration of a robocall
It should not be more than a minute
41. JV of how many partners is allowed.
For one contract a minimum number of JV partners are encourages; Ideally maximum two since it requires allot of management on the part of partners and job segregation.

Some important discussion points

42. 4000 sample size shall be randomly selected, and the questionnaire shall be distributed among them
43. The amount/incentives paid to the respondents are constant and shall not be included in the financial proposal.
44. Timelines for Pilot is 8 days and baseline will be 10 days and End-line surveys is 30 days.
45. The survey is exclusively remote.
46. The firm needs to provide UNDP live access to listen to the calls
47. UNDP requires Video link to the room where the calls are made.
48. Dataset in Excel with a frequency table will be required.

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