



REQUEST FOR PROPOSAL (RFP)

To: All Interested Bidders	DATE: September 25, 2020
	REFERENCE: RFP/UNDP/SP4N-LAPOR/106301/023/2020 – Citizen Satisfaction Survey on SP4N LAPOR! in 2020

Dear Sir / Madam:

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to the Request for Proposal **RFP/UNDP/SP4N-LAPOR/106301/023/2020 – Citizen Satisfaction Survey on SP4N LAPOR! in 2020**

A Bidder's Conference will be held through online with detail as follow:

Date : 1 October 2020

Time : 10.00hours (GMT +7, Jakarta time)

Venue: Zoom meeting

Join Zoom Meeting

<https://undp.zoom.us/j/2270581228?pwd=czNjK3BKRjBNclo3ek5kVnU1N2huUT09>

Meeting ID: 227 058 1228

Passcode: RFP023

Detailed Terms of Reference as well as other requirements are listed in the RFP available on UNDP ATLAS e-Tendering system" (<https://etendering.partneragencies.org>) **Event ID: 0000007084**

Your offer, comprising of a Technical and Financial Proposal, should be submitted in accordance with RFP requirements, through UNDP ATLAS e-Tendering system and by the deadline indicated in <https://etendering.partneragencies.org>.

NOTE! The Financial Proposal and the Technical Proposal files MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address. The file with the "FINANCIAL PROPOSAL" must be encrypted with a password so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request the Proposer to submit the password to open the Financial Proposal.

The Proposer shall assume the responsibility for not encrypting the financial proposal. **NOTE: DO NOT ENTER PROPOSAL PRICE IN THE SYSTEM, INSTEAD ENTER ONE.**

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it is submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. In case of any discrepancies deadline indicated in the system shall prevail.

Kindly ensure that supporting documents required are signed and stamped and in the .pdf format, and free from any virus or corrupted files and **FINANCIAL PROPOSAL IS PASSWORD PROTECTED. NOTE! The File name should contain only Latin characters (No Cyrillic or other alphabets).**

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on “**Accept Invitation**” button no later than **1 October 2020**. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have not registered in the system before, you can register now by logging in using:

username: event.guest

password: why2change

The step by step instructions for registration of bidders and quotation submission through the UNDP ATLAS e-Tendering system is available in the “Instructions Manual for the Bidders”, attached. Should you require any training on the UNDP ATLAS e-Tendering system or face with any difficulties when registering your company or submitting your quotation, please send an email to armada.pratama@undp.org cc: yusef.millah@undp.org.

Please note that ATLAS has following minimum requirements for password:

1. Minimum length of 8 characters
2. At least one capital letter.
3. At least one number.

New bidder registering for first time, system will not accept any password that does not meet the above requirements and thus registration cannot be completed.

For already existing bidders whose current password does not meet the criteria, when signing in, system will prompt you to change the password, and it will not accept a new password that does not meet requirement.

The user guide and videos are made available to bidder in the UNDP public website in this link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

Bidder can also access below instruction from youtube with link below:

<https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be>

The bidders are advised to use Internet Explorer (Version 10 or above) to avoid any compatibility issues with the e-tendering system.

No hard copy or email submissions will be accepted by UNDP.

UNDP looks forward to receiving your Proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Sincerely yours,

A handwritten signature in black ink, appearing to be 'MS' or similar initials, followed by a small flourish.

Martin Stephanus Kurnia
Procurement Analyst
9/25/2020

Annex 1

Description of Requirements

Context of the Requirement	To measure current knowledge, attitude, practice and information regarding citizen satisfaction on SP4N LAPOR! in 2020
Implementing Partner of UNDP	Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia
Brief Description of the Required Services ¹	<ol style="list-style-type: none"> 1. In collaboration with Ministry of Administrative and Bureaucratic Reform (KemenPAN-RB) and UNDP, the service provider will develop a solid objective, approach and method including sampling regarding citizen satisfaction survey on SP4N LAPOR! both national and project locations coverage 2. Conduct the implementation of citizen satisfaction survey both national and project locations coverage 3. Provide depth analysis on the result from the citizen satisfaction survey both national and project locations coverage 4. Organize related FGD on citizen satisfaction survey, include: <ol style="list-style-type: none"> a. FGD on approach/method for survey including questionnaire b. FGD on the survey result 5. Disseminate the result of citizen satisfaction survey in national coverage and project locations coverage, include: <ol style="list-style-type: none"> a. Report, include <ul style="list-style-type: none"> - Research report (Both English and Bahasa Indonesia) - Executive summary (Both English and Bahasa Indonesia) - Related infographic from the research result (Both English and Bahasa Indonesia) b. Public dissemination/socialization regarding citizen satisfaction survey on SP4N LAPOR! c. Press release
List and Description of Expected Outputs to be Delivered	<p>The Service Provider will be expected to produce the below deliverables.</p> <ol style="list-style-type: none"> 1. Develop objective, approach and method of the survey both national and project locations coverage, include: <ol style="list-style-type: none"> a. Collect and review relevant data, reports and publications, both project-related and national complaint handling system (SP4N LAPOR!)-related, as part of the overall analysis and reporting b. Examine various sampling unit and method, include: <ol style="list-style-type: none"> a) National coverage: Citizen who have used SP4N LAPOR! (34 Provinces)

¹A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	<p>as well as SP4N LAPOR! admins and focal points</p> <p>b) Project locations coverage: Citizen who have used SP4N LAPOR! (6 project locations: West Sumatra, Bali, Badung Regency, DI Yogyakarta, Sleman Regency and Tangerang Regency) as well as SP4N LAPOR! admins and focal points in 6 project locations</p> <p>c. Involve women, young people and persons with disabilities as part of target population and sampling</p> <p>d. Questionnaire finalization</p> <p>2. Organize Method FGD in discussing objective, approach and method for the survey before the survey will be executed.</p> <p>3. Develop the first draft of the survey report (English & Bahasa) for national and project locations coverage, include:</p> <ol style="list-style-type: none"> Background Approach Method <p>4. Conduct the implementation of citizen satisfaction survey, include:</p> <ol style="list-style-type: none"> Recruit and train enumerators Provide necessary guidance to enumerators Establish mechanisms to ensure data quality Lead and coordinate data collection by applying various platforms such as face to face or phone or other digital platforms Provide field report on data collection <p>5. Organize FGD on the result from the survey that will invite key stakeholders regarding the implementation of SP4N LAPOR!.</p> <p>6. Develop final report of the survey (English and Bahasa) for national and project locations coverage, that covers:</p> <ol style="list-style-type: none"> Background/introduction, learning objectives & outcomes and the use of the module Approach Method Population and Sampling Result Lesson learned & good practice Recommendation <p>7. Develop executive summary, press release and related infographic (English and Bahasa) from the survey.</p> <p>8. Organize public dissemination/socialization regarding the citizen satisfaction result on SP4N LAPOR! in 2020.</p>
Person to Supervise the	<p>1. <i>National Project Manager for SP4N LAPOR!</i></p>

Work/Performance of the Service Provider	<p>2. <i>Monitoring and Reporting Officer for SP4N LAPOR!</i></p> <p>3. <i>Marketing & Communication Officer for SP4N LAPOR!</i></p> <p>4. <i>Outreach and Advocacy Officer for SP4N LAPOR!</i></p>																				
Frequency of Reporting	<i>Please refer to the TOR</i>																				
Progress Reporting Requirements	Please refer to the TOR																				
Location of work	<input type="checkbox"/> Exact Address/es <input checked="" type="checkbox"/> At Contractor's Location, if required, for technical works specifically indicated in the proposal																				
Expected duration of work	5 months																				
Target start date	1 November 2020																				
Latest completion date	4 th week of March 2021																				
Travels Expected	<p>Data collection to project locations if needed</p> <table border="1"> <thead> <tr> <th>No</th><th>Destination</th><th>Frequency</th><th>Duration/days</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Bali (including Badung regency)</td><td>1 time</td><td>4 days</td></tr> <tr> <td>2.</td><td>Tangerang regency</td><td>1 time</td><td>3 days</td></tr> <tr> <td>3.</td><td>Yogyakarta (Including Sleman regency)</td><td>1 time</td><td>4 days</td></tr> <tr> <td>4.</td><td>West Sumatra</td><td>1 time</td><td>3 days</td></tr> </tbody> </table>	No	Destination	Frequency	Duration/days	1.	Bali (including Badung regency)	1 time	4 days	2.	Tangerang regency	1 time	3 days	3.	Yogyakarta (Including Sleman regency)	1 time	4 days	4.	West Sumatra	1 time	3 days
No	Destination	Frequency	Duration/days																		
1.	Bali (including Badung regency)	1 time	4 days																		
2.	Tangerang regency	1 time	3 days																		
3.	Yogyakarta (Including Sleman regency)	1 time	4 days																		
4.	West Sumatra	1 time	3 days																		
Special Security Requirements	<input checked="" type="checkbox"/> Security Clearance from UN before travelling																				
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	<input checked="" type="checkbox"/> Required																				
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required																				
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars or																				

	<input checked="" type="checkbox"/> Local Currency for Local Bidders [IDR]			
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 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	<input checked="" type="checkbox"/> Not permitted			
Payment Terms ³	No	Deliverables	Percentage	Timeline
	1	Overview of objective, approach and method of survey	20%	1 st Week of November 2020
	2	Report for the implementation of FGD on survey method	10%	2 nd Week of December 2020
	3	1 st draft of report on survey	20%	4 th Week of December 2020
	4	Field report on data collection	10%	4 th Week of January 2021
	5	Report for the implementation of FGD on survey result	10%	2 nd week of February 2021
	6	Final report, executive summary, press release and related infographic	20%	1 st week of March 2021
	7	Public dissemination/socialization report	10%	4 th week of March 2021
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	1. <i>National Project Manager for SP4N LAPOR!</i> 2. <i>Monitoring and Reporting Officer for SP4N LAPOR!</i> 3. <i>Marketing & Communication Officer for SP4N LAPOR!</i> 4. <i>Outreach and Advocacy Officer for SP4N LAPOR!</i>			
Type of Contract to be Signed	<input checked="" type="checkbox"/> professional service contract			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers			

²VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm 35% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25% <i>NOTE: only bidder(s) who received minimum of 70 points where the financial proposal will be opened</i> <p><u>Financial Proposal (30%)</u></p> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers
Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input type="checkbox"/> Others ⁶ [pls. specify]
Contact Person for Inquiries (Written inquiries only) ⁷	<p><i>Armada Eras Pratama and Yusef Saiful Millah</i> <i>Procurement Unit</i> <i>armada.pratama@undp.org and yusef.millah@undp.org</i> 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>

⁴Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁷This 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.

Other Information <i>[pls. specify]</i>	Bidders Conference: Date: 01 October 2020 Time: 10.00hours (GMT +7, Jakarta time) Venue: Zoom meeting Join Zoom Meeting https://undp.zoom.us/j/2270581228?pwd=czNjK3BKRjBNclo3ek5kVnU1N2huUT09 Meeting ID: 227 058 1228 Passcode: RFP023
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Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)***

[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 :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement or income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁸This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Team Leader			1	
2. Quantitative Researcher			5	
3. Enumerator			Minimum 20	
4. Graphic designer			1	
5. Administrative assistant			2	
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				

**in separate table*

III. Other Related Costs				
A. FGD (Offline)				
Focus Group Discussion(s) (FGD) on method as required in scope of work no 2 in the TOR (please provide detail breakdown cost), which should cover:				
a) 4 th star hotel full day meeting package for approximately 60 participants				
b) Accommodation 2 nights for 12 participants from project locations.				
c) 25 Participants serve as resource persons.				
d) Daily subsistence allowance (DSA)/daily allowance for 12 participants from project locations.				
e) The minimum of support personnel is 5 persons (Moderator: 1; Facilitator: 2; Notetaker: 2).				
f) Local transport/local travel				

<p>expenses for approximately 40 participants.</p> <p>g) Hand sanitizer (5 bottle x 500 ML) and two units infrared thermometer as health protocol.</p> <p><i>*specifying which activity in relation including the detail</i></p> <p><i>**incl. venue, meeting package, participant transport if applicable</i></p>				
<p>Focus Group Discussion (FGD) on Result as required in scope of work no 5 in the TOR (please provide detail breakdown cost), which should cover:</p> <p>a) 4th star hotel full day meeting package for approximately 60 participants</p> <p>b) Accommodation 2 nights for 12 participants from project locations.</p> <p>c) 25 Participants serve as resource persons.</p> <p>d) Daily subsistence allowance (DSA)/daily allowance for 12 participants from project locations.</p> <p>e) The minimum of support personnel is 5 persons (Moderator: 1; Facilitator: 2; Notetaker: 2).</p> <p>f) Local transport/local travel expenses for approximately 40 participants.</p> <p>g) Hand sanitizer (5 bottle x 500 ML) and two units infrared thermometer as health protocol.</p> <p><i>*specifying which activity in relation including the detail</i></p> <p><i>**incl. venue, meeting package, participant transport if applicable</i></p>				
Sub-total				
<p>B. Data Collection</p> <p>Data collection and analysis (please provide detail breakdown cost), as required in scope of work no 4 in the TOR, which should cover:</p> <p>a) Travel cost (Airfare and local transport) to 6 project locations.</p> <p>b) Research Per diem for quantitative researchers & enumerators to 6 project locations (please refer to travel expected in Annex 1 as for</p>				

<p>estimated days).</p> <p>c) Accommodation in 6 project locations during data collection (please refer to travel expected in Annex 1 as estimated days).</p> <p>d) Telephone cost to conduct telephone survey/interview for respondents from 34 provinces.</p> <p>e) Cost related online survey for respondents from 34 provinces.</p> <p>f) Cost related statistic software such as SPSS or Stata</p> <p><i>*specifying which activity in relation including the detail</i></p>				
Sub-total				
<p>C. Public Dissemination</p> <p>Public dissemination/socialization (please provide detail breakdown cost) as required in scope of work no 8 in the TOR, which should cover:</p> <p>a) 5th star hotel full day meeting package for approximately 90 participants include venue. The venue arrangement including decoration, backdrop, lighting and sound system should meet the requirement as stated in the TOR.</p> <p>b) Accommodation 2 nights for 12 participants from project locations.</p> <p>c) 25 Participants serve as resource persons.</p> <p>d) Daily subsistence allowance (DSA)/daily allowance for 12 participants from project locations.</p> <p>e) Local transport/local travel expenses for approximately 70 participants.</p> <p>f) Talk show speakers is 3 persons (one from KemenPAN-RB, one from academician/civil society and one from service provider as a leading survey institution)</p> <p>g) 1st or 2nd echelon Representative of Government fee for opening and closing (2 persons)</p> <p>h) Support personnel (Host: 1; Moderator: 2; Facilitator/Event Assistant: 5; Notetaker: 2).</p>				

<p>Particularly, 1 Host and 1 moderator for talk show is recommended from public figure</p> <p>i) Hand sanitizer (5 bottle x 500 ML) and two units infrared thermometer as health protocol.</p> <p>j) Entertainment related cost (traditional attraction is recommended)</p> <p>k) Documentation (photo and video including editing)</p> <p>l) Souvenir E.g. simple notes (Cover: Art Carton 310 Grm, Content: Hvs 140Page; Finishing: laminating doffs, Roll Binding).</p> <p><i>*specifying which activity in relation including the detail</i></p> <p><i>**incl. venue, meeting package, participant transport if applicable</i></p>				
Sub-total				
<p>D. Online Discussion</p> <p>Online discussions (Please provide detail breakdown cost) which should include:</p> <p>a) Online conference premium account (E.g. Large Enterprise-Ready of Zoom Account that able to organize 500 participants and webinar)</p> <p>b) Internet cost (Minimum bandwidth is 2.0 Mbps)</p> <p>c) Related resource persons/speakers fee (6 resource persons of each online discussion)</p> <p>d) Related personnel support fee (Moderator: 2 and Notetaker: 2)</p> <p><i>* The activity (Minimum 3 times) will support the implementation of survey research including internal coordination among researchers and enumerator as well as external coordination with institutions/resources as stated in attachment 1</i></p> <p><i>**The cost will be applied in case the type of FGD/meeting/public consultation will be held online</i></p>				

'One-on-one' meeting (please provide detail breakdown cost) <i>*specifying which activity in relation including the detail</i> <i>**incl. venue, meeting package, participant transport if applicable</i>				
Sub-total				
Total				

NOTE: Any cost that relate to resource person fee, moderator, facilitator, note taker, speaker, MC/host and reimbursement of local transport should refer to SBM (*Standar Biaya Masukan*)

*[Name and Signature of the Service Provider's
 Authorized Person]*
[Designation]
[Date]

Term of Reference (TOR)
Citizen Satisfaction Survey on SP4N LAPOR! in 2020, SP4N LAPOR! project

A. General Information	:	Terminology of this TOR
Title	:	Citizen Satisfaction Survey on SP4N LAPOR! in 2020
Report to	:	1. National Project Manager for SP4N LAPOR! 2. Monitoring and Reporting Officer for SP4N LAPOR! 3. Marketing & Communication Officer for SP4N LAPOR! 4. Outreach and Advocacy for SP4N LAPOR!
Location	:	UNDP Indonesia Country Office, Menara Thamrin 8-9th Floor. Jl. MH Thamrin Kav.3 Jakarta 10250, Indonesia
Expected place of travel	:	Bali (including Badung regency), Tangerang regency, Yogyakarta (Including Sleman regency) and West Sumatra.
Duration of contract	:	The expected duration of the contract is five (5) months upon contract signing by both parties
Provision of support services	:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Equipment (laptop etc.)	:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Secretarial Services	:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

The terms listed here under are used throughout this request for proposal (RFP) to mean the following:

SP4N LAPOR	The National Public Service Complaints Management System LAPOR is an online citizen complaint management system and was designed to increase public participation in the supervision of programs and government performance as well as the provision of public services
GESI Strategy	Gender equality refers to the equal rights, responsibilities and opportunities of women and men and girls and boys. Social exclusion is defined by the Department of Economic and Social Affairs of the United Nations as the involuntary exclusion of individuals and groups from society's political, economic and societal processes, which prevents their full participation in the society in which they live. Gender equality and social inclusion are seen as not only a fundamental aspect of human rights and social justice, but also a precondition to improve the development process by putting social concerns at the forefront of interventions
Project Location	1. Province of West Sumatera 2. Province of DI Yogyakarta 3. Province of Bali 4. Regency of Sleman 5. Regency of Badung 6. Regency of Tangerang

Main Partner	Ministry of Administrative and Bureaucratic Reform (KemenPAN-RB)
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B. Background Information

The United Nations Development Programme (UNDP) in Indonesia is initiating a new programme with the Korean International Cooperation Agency (KOICA) to support the Government of Indonesia in strengthening the capacity of government to handle civil petitions that can improve public service provision over time. In doing so, UNDP and KOICA will establish a tripartite collaboration with KemenPAN-RB to develop a comprehensive and integrated national strategy on the public service complaint management system. This collaboration is also intended to capacitate respective agencies responsible for the management and operation of LAPOR.

The project aims to enhance the e-governance system of the government of Indonesia by strengthening of the national complaint handling system (SP4N LAPOR!). In achieving the objective, three main outputs expected to be achieved: 1) developed masterplan and roadmap for a comprehensive national complaint handling system (SP4N-LAPOR!); 2) Enhanced institutional capacity on complaint handling of national and subnational governments through Invitational and Local training; and 3) Increased government and public awareness on SP4N-LAPOR!, and citizen participation to improve the system, with particular attention to women, youth, Persons with Disabilities (PwDs) and other marginalized groups of the population through Workshops and Promotions.

With support from UNDP, the Ministry of Administrative and Bureaucracy Reform (KemenPAN-RB) has developed the national public complaint handling system (SP4N LAPOR!) roadmap for 2020-2024 which has been adopted into the ministry regulation number 46 of 2020. The roadmap serves as a legal basis for the implementation of SP4N LAPOR! by sub-national government. The roadmap also guides the sub-national officials in forming the regional policy priority and securing the regional budget in the implementation of SP4N LAPOR!.

However, developing a strategy alone will not enhance overall management and system operations from the supply side. It is therefore extremely important that UNDP, in partnership with KOICA, works to strengthen and enhance the capacity of KemenPAN-RB and local government agencies responsible for managing and handling SP4N-LAPOR! In doing so, this project will focus on technical training on complaint handling management and systems. These efforts will enable KemenPAN-RB and local governments to provide SP4N-LAPOR! to citizens as a mean to voice citizen concerns and lead to effective action to address concerns and complaints.

The successful of the supply side is not separable from the demand side which the participation from the citizen in the implementation of SP4N LAPOR! is categorized essential. In 2020, the project provides support to national government and sub-national government to improve public awareness from citizen to SP4N LAPOR! with particular attention to women, young people and persons with disabilities. The success of implementing the outreach is not only measured by the improvement in the number of reports,

but also the extent of the completion of the reports. In this context, citizen satisfaction on SP4N LAPOR! is valuable to ensure the implementation of SP4N LAPOR! matched with their expectation.

Citizen satisfaction survey in 2020 serves critical in providing data, information and expectation from the citizen to policy makers. It provides clear picture to government in the context of citizen perception regarding the implementation of SP4N LAPOR!. This would become great feedback to government to improve SP4N LAPOR! based on feedback and citizen. Additionally, this survey certainly provides trend from citizen regarding satisfaction rate that can be compared with trend in previous years.

B. Context of the ToR

In the context to provide service for citizen satisfaction survey, service provider will be contracted to:

1. Developed objective, approach and method of the survey both national and project locations coverage;
2. Organized Method FGD in discussing objective, approach and method for the survey before the survey will be executed;
3. Developed the first draft of report;
4. Conducted the implementation of citizen satisfaction survey both national and project locations coverage;
5. Organized FGD on result from the survey that will invite key stakeholders regarding the implementation of SP4N LAPOR!;
6. Developed final report of the survey (English and Bahasa) including executive summary and related infographic (English and Bahasa) as well as press release from the survey.
7. Organized public dissemination/socialization.

C. Scope of Work

Under the direct supervision of the National Project Manager of SP4N LAPOR! project, the service provider will undertake the following tasks:

1. Develop objective, approach and method of survey, include:
 - a. Collect, identify and review relevant data, reports and publications regarding both project and national complaint handling system (SP4N LAPOR!), as part of the overall analysis and reporting. This includes the report and data regarding the implementation of satisfaction survey in 2019.
 - b. Examine various sampling unit and method, include:
 - National coverage; It is estimated to cover 34 provinces in Indonesia. The citizen who have used SP4N LAPOR! as well as SP4N LAPOR! admins and focal points are respondents in this survey. In this part, service provider will find resource data in collaboration with KemenPAN-RB such as identify data from SP4N LAPOR! 3rd version including mobile app, LAPOR! website and text message.
 - Project location coverage; it is estimated to cover 6 project locations. Citizen in project locations who have used SP4N LAPOR! as well as SP4N LAPOR! admins and focal points in project locations are respondents in this survey. Project locations consisted of West

Sumatra Province, Bali Province, DI Yogyakarta, Sleman Regency, Tangerang Regency and Badung Regency.

- c. Margin of error is expected to be less than 3%
 - d. Involve women, youth and person with disabilities as part of target population and sampling. This is crucial to ensure the inclusivity of research to accommodate concern and voice from them.
 - e. Develop Questionnaire
 - In this part, service provider provides input from variable, dimension, scale, indicator and list of questions.
 - Transfer questionnaire(s) into relevant technological platforms to enable mobile data collection and data submission to an online server (if applicable).
 - Translate data collection tools into local language(s) when relevant.
2. Organize Method FGD in discussing objective, approach and method for the survey before the survey will be executed, includes:
- a. The aims of FGD is to gather feedback from related stakeholders regarding objective, approach and method for the survey before the survey will be executed. This is crucial to ensure the quality of research method with particular attention to reliability and validity of the research as well as the quality of questionnaire that will be applicable for national and project location samplings.
 - b. The FGD will be held in 4 stars hotel in Jakarta (Full day meeting package for approximately 60 participants).
 - c. Participants including any persons from the key stakeholder (approximately 40 persons): 13 resource persons from national level (5 from KemenPAN-RB, 3 from ORI, 3 from KSP, 2 from Kemendagri); and 12 resource persons from project locations; and the rest participant (15 person) is from other stakeholder in national level as stated in attachment 1.
 - d. Minimum required personnel that need to be involved e.g: notetaker, moderator, facilitator (Moderator: 1; Facilitator: 2; Notetaker: 2).
 - e. The origin of project location participants:
 - Province of DIY: 2person
 - Sleman regency:2 person
 - Badung regency :2 person
 - Bali province :2 person
 - Tangerang regency :2 persons
 - Province of West Sumatra :2 persons
 - f. Airfare for participants from outside Jabodetabek will be handled by UNDP/Project (12 persons).
 - g. Reimbursement of local travel expense using available SBM (*Standard Biaya Masukan*) rate for participants from Jabodetabek will be handled by the selected contractors.
 - h. The service provider is responsible for finding and payment for venue, meal, reimbursement for local transport or local travel expenses for participants (exclude airfare for participants from project pilot areas), accommodation for participants from the pilot project area (12

- persons) as well as DSA/Daily Allowance for participants from the pilot project area.
- i. Distribution and follow-up of invitation to invitees and participants.
 - j. Service provider is responsible for practicing physical distancing as well as following health protocol such as provide hand sanitizer (5 bottle x 500 ML) and two units infrared thermometer.
3. Develop the first draft of survey report, include:
 - a. Background, consisting of objective and overview background of the survey.
 - b. Approach, consisting of the detail of the quantitative approach that will be applied.
 - c. Method.
 - d. Population & Sampling (National and project locations).
 - e. Final questionnaire.
 4. Conduct the implementation of citizen satisfaction survey both national and project location coverage, include:
 - a. Provide necessary guidance to enumerators.
 - b. Establish mechanisms to ensure data quality.
 - c. Lead and coordinate data collection by using face to face or phone or other digital platforms.
 - d. Provide field report on data collection.
 - e. Perform data cleaning and consolidate findings from the survey.
 - f. Perform data analysis.
 5. Organize FGD on Result from the survey that will invite key stakeholders regarding the implementation of SP4N LAPOR!.
 - a. The objective of FGD is to gather feedback from related stakeholders regarding the result of survey. This is important to ensure the quality of collected data with particular attention to reliability and validity of the research. Additionally, it facilitates multi parties to discuss several aspects that may not have been touched upon during the research process.
 - b. The FGD will be held in 4 stars hotel in Jakarta (Full day meeting package for approximately 60 participants).
 - c. Participants including any persons from the key stakeholder (approximately 40 persons): 13 resource persons from national level (5 from KemenPAN-RB, 3 from ORI, 3 from KSP, 2 from Kemendagri); and 12 resource persons from project locations; and the rest participant (15 person) is from other stakeholder in national level as stated in attachment 1.
 - d. The origin of project location participants:
 - Province of DIY: 2person
 - Sleman regency :2 person
 - Badung regency :2 person
 - Bali province :2 person
 - Tangerang regency :2 persons
 - Province of West Sumatra :2 persons
 - e. Minimum required personnel that need to be involved e.g: note taker, moderator, facilitator (Moderator: 1; Facilitator: 2; Notetaker: 2).

- f. Service provider is responsible for practicing physical distancing as well as following health protocol such as provide hand sanitizer (5 bottle x 500 ML) and two units infrared thermometer.
 - g. Distribution and follow-up of invitation to invitees and participants.
 - h. Airfare for participants from outside Jabodetabek will be handled by UNDP/Project (12 persons)
 - i. Reimbursement of local travel expense using available SBM (*Standard Biaya Masukan*) rate for participants from Jabodetabek will be handled by the selected contractors
 - j. The service provider is responsible for finding and payment for venue, meal, reimbursement for local transport or local travel expenses for participants (exclude airfare for participants from project pilot areas), accommodation for participants from the pilot project area (12 persons) and as well as DSA/Daily Allowance for participants from the pilot project area.
6. Develop final report of the survey (English and Bahasa), that covers:
 - a. Background/introduction.
 - b. Approach.
 - c. Method.
 - d. Population and sampling.
 - e. Data analysis and result.
 - f. Lesson learned & good practice.
 - g. Recommendation.
7. Develop executive summary and related infographic (English and Bahasa) from the survey.
8. Organize public dissemination/socialization that will invite key stakeholders regarding the citizen satisfaction on SP4N LAPOR! in 2020.
 - a. The objective of public dissemination/socialization is to disseminate survey result as well as to discuss next step policy to relevant stakeholders and public. Finding, result and lesson learned from survey serves critical in providing reliable and valid data to policy makers both national and sub-national. Meanwhile, the public will also get data and information regarding the performance of SP4N LAPOR! reflecting on citizen perception
 - b. Public dissemination/socialization will be held in 5 stars hotel in Jakarta (full day meeting package for approximately 90 participants).
 - c. Format of public dissemination/socialization is divided into 2 session include talk show and focus group discussion. The talk show speaker is one from KemenPAN-RB, one from academician/civil society, one from service provider as a leading survey institution, one from UNDP, and one moderator from public figure. Service provider is expected to provide speaker and moderator candidates for public dissemination/socialization.
 - d. The 2nd session is focus group discussion which serves crucial in discussing the next step policy and action plan reflecting the survey research result. It is expected that survey result will be basis for policy makers in their respective agencies both national and sub-national level. In this context, the survey result does not only generate insights, but also aims to strengthen evidence-based policy formulation.
 - e. Participants including any persons from the key stakeholder (approximately 70 persons): 13 resource persons from national level (5 from KemenPAN-RB, 3 from ORI, 3 from KSP, 2 from

- Kemendagri); and 12 resource persons from project locations; and the national participant (25 person) is from other stakeholder in national level as stated in attachment 1 as well as civil society representatives; and media (20 persons).
- f. Minimum required personnel that need to be involved e.g: host/MC, note taker, moderator, facilitator (Moderator: 2; Host/MC: 1; Facilitator/Event Assistant: 5; Notetaker: 2). Particularly, host/MC (1 person) is needed from public figure and only one moderator for talk show is from public figure.
 - g. The origin of project location participants:
 - Province of DIY: 2person
 - Sleman regency :2 person
 - Badung regency :2 person
 - Bali province :2 person
 - Tangerang regency :2 persons
 - Province of West Sumatra :2 persons
 - h. Service provider is obligated to provide backdrop for press conference and souvenir for participants (125 pax). The minimum specification of souvenir is simple notes (Cover: Art Carton 310 Grm, Content: Hvs 140Page; Finishing: laminating doffs, Roll Binding).
 - i. In close coordination with hotel, service provider is expected to arrange and decorate stage, standard sound system and lighting as provided by the selected hotel, which cover:
 - Lighting and sound system using hotel facility
 - Minimum two projector wall minimum 70-inch screen including two projectors
 - 1 (one) set backdrop printing minimum 6x8 meter rigging or iron frame include backdrop press conference
 - Armchair sofa (5 units)
 - Coffee table (1 units)
 - Podium (1 set)
 - Wireless microphone (5 units)
 - Clicker and pointer for presentation (2 Units)
 - j. Service provider is responsible for photo and video documentation including editing. (Eg. Photos: in soft file at minimum 40 photos that indicate the process of the event from opening session, resource person presentation delivery, discussion and closing; and edited video about the activity at least in 10 minutes with written narrative which indicating the process of event).
 - k. Service provider is responsible for providing entertainment for the event. Particularly, traditional attraction is recommended.
 - l. Service provider is responsible for practicing physical distancing as well as following health protocol such as provide hand sanitizer (5 bottle x 500 ML) and two units infrared thermometer.
 - m. Distribution and follow-up of invitation to invitees and participants including mass media.

- n. Airfare for participants from outside Jabodetabek will be handled by UNDP/Project (12 persons).
- o. Reimbursement of local travel expense using available SBM (Standard Biaya Masukan) rate for participants from Jabodetabek will be handled by the selected service provider.
- p. The service provider is responsible for finding and payment for venue including setup and decoration in close coordination with hotel, event equipment (sound system, lighting and backdrop for photobooth as provided/coordinated by the hotel), documentation (photo & video), speaker, government representative for opening & closing speech, moderator, MC/Host, resource persons, entertainment, souvenir, meal, reimbursement for local transport or local travel expenses for participants (exclude airfare for participants from project pilot areas), accommodation for participants (12 persons) from the pilot project area and DSA/Daily Allowance for participants from the pilot project area

D. Expected Output

The Service Provider will be expected to produce the below deliverables.

1. Comprehensive objective, approach and method of survey (both national and project locations coverage)
 - Introduction/background
 - Population, sample size calculation, sample design
 - Allocation of units across stages, selection of units at each stage
 - Methodology for selecting respondents at the final stage
2. Report for the implementation of FGD on survey method
 - Narrative Report that at least consist of:
 - a. Introduction including objective
 - b. FGD implementation process
 - c. Result of FGD
 - d. Conclusion and recommendation
 - Administrative Report which at least consists of:
 - a. Invitation Proofs
 - b. Activities details
 - c. Attendance Records
 - d. Meeting proceeding
 - e. Resource person materials
 - f. Publications and Documentations

(Eg. Photos: in soft file at minimum 25 photos that indicate the process of the FGD from opening session, resource person presentation delivery, discussion and closing)
3. Comprehensive first draft of report
 - Background
 - Approach and method (national and project locations coverage), include:
 - a. Sample size calculation, sample design
 - b. Allocation of units across stages, selection of units at each stage
 - c. Methodology for selecting respondents at the final stage

- d. Questionnaire finalization
4. Field report from the implementation of citizen satisfaction survey (national and project locations coverage) include:
 - Filled questionnaire
 - Data cleaning
 - Data analysis
5. Report for the implementation of FGD on survey result
 - Narrative Report that at least consist of:
 - a. Introduction including objective and expected outputs
 - b. FGD implementation process
 - c. Result of the FGD
 - d. Conclusion and recommendation
 - Administrative Report which at least consists of:
 - a. Invitation Proofs
 - b. Activities details
 - c. Attendance Records
 - d. Meeting proceeding
 - e. Resource person materials
 - f. Publications and Documentations

(Eg. Photos: in soft file at minimum 25 photos that indicate the process of the FGD from opening session, resource person presentation delivery, discussion and closing)
6. Developed final report of the survey (English and Bahasa) for national and project locations coverage, include:
 - Objective of survey
 - Survey approach and method
 - Quality control measures and ethics
 - Result including data cleaning and analysis
 - Discussion and lesson learned
 - Conclusion and recommendation
 - Filled questionnaire as annex
7. Developed executive summary (no more than 15 pages) and related infographic (English and Bahasa) as well as press release from the survey
8. Public launching report
 - Narrative Report that at least consists of:
 - a. Introduction including objective and expected outputs
 - b. Implementation process
 - c. Result of the workshop
 - d. Conclusion and recommendation
 - Administrative Report which at least consists of:
 - a. Invitation Proofs
 - b. Activities details

- c. Attendance Records
- d. Meeting proceeding
- e. Resource person materials
- f. Publications and Documentations

(Eg.Photos: in soft file at minimum 40 photos that indicate the process of the event from opening session, resource person presentation delivery, discussion and closing; and edited video about the event at least in 10 minutes with written narrative which indicating the process of event)

E. Risk and Assumptions

Assumptions:

1. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia and other implementing partners agreed and endorsed the plan and methodology used by service provider
2. The development of survey is effectively intact using the limited working modality
3. Human resources will be prepared in advance considering the limited time constraint and physical distancing regulations
4. Routine coordination to anticipate late delivery of activities between UNDP and service provider

Risks

1. Considering the recent global and national security threat of the outbreak COVID 19, the implementation of this activity might be postponed or cancelled or modified if the situation gets worse
2. In relation to that, the service provider should anticipate unforeseen and unpredicted change of activity caused by COVID 19 pandemic including modification of activity from offline to online
3. Digital literacy gap between local and national government as well as citizen will require a different level of approach when the survey will be implemented

F. Institutions/Resources who need to be involved

A detailed list of institutions/resources who will be involved in this activity is available in Attachment 1 particularly Ministry of Administrative and Bureaucratic Reform (KemenPAN-RB) and 6 project locations (Bali Province, Badung Regency, Yogyakarta, Sleman Regency, West Sumatra and Tangerang Regency). Thus, the SP4N LAPOR Project will be able to provide the advice towards the context and content which each stakeholder can be relevant from the Attachment 1.

G. Institutional Arrangement

- Upon signing the contract, the selected Contractor should submit their work plan to UNDP for review and approval before starting the assignment. The Contractor should communicate any changes in the work plan and budget to UNDP and UNDP should approve of writing.
- UNDP will require the service provider to report the progress of the work in output basis, in the formal communication in addition to the required deliverable.
- All logistical arrangements and costs associated with the delivery of tasks identified above to be

covered by the selected Contractor.

The SP4N LAPOR Project will provide advice and guidance in terms of the extent of the engagement with all institutions/organizations.

H. Duration of the Work

It is anticipated that the assignment will be completed within a total of 5 months from the date of the signing of the contract between the SP4N LAPOR project and the Service Provider. All work must be completed by 4th week of March 2020.

I. Payment Schedule

Payment will be made after satisfactory acceptance by UNDP of the services provided based on the following schedule:

Payment	Deliverables	Percentage	Timing
1 st payment	Overview of objective, approach and method of survey	20%	1 st Week of November 2020
2 nd payment	Report for the implementation of FGD Survey method	10%	2 nd Week of December 2020
3 rd payment	1 st draft of report on survey	20%	4 th Week of December 2020
4 th Payment	Field report on data collection	10%	4 th Week of January 2021
5 th Payment	Report for the implementation of FGD survey result	10%	2 nd week of February 2021
6 th Payment	Final report, executive summary, press release and related infographic	20%	1 st week of March 2021
7 th Payment	Public dissemination/socialization report	10%	4 th week of March 2021

J. Qualifications of the Successful Contractor

1. The **Service Provider** for developing citizen satisfaction survey should have knowledge, competencies and experience in the following areas:

- The service provider should have minimum of 4 (four) relevant projects in conducting and leading research and assessments, both quantitative and qualitative
- The service provider should have minimum of 2 (two) research projects in collaborating with national and sub-national government.
- Demonstrated experience in questionnaire design, development and testing
- Demonstrated experience in research training and managing enumerators
- An established service provider by providing certificate of registration, notarial deed, etc. as required in Annex 2 above
- Having previous experience working with international organizations or national government on projects in the area of public service or government affair in particularly in public complaint mechanism is preferred

- Has valid business registration and financial capacity
2. The minimum required personnel to perform the required service are as follows (recommended list of personnel):
- a. **Team Leader** (1 person) should have knowledge, competencies and experience in the following areas:
 - Master's degree in Public Administration, Public Policy, Economics, Public Management, Statistic, International Development, Sociology, Social Welfare, or a relevant field study
 - Having minimum 4 years of experience in leading research including quantitative research/survey
 - Have a solid experience in project management in the area of public services, development management and public policy
 - b. **Quantitative Researcher** (5 persons)
 - Master's degree in Public Administration, Public Policy, Economics, Public Management, Statistic, international Development, Sociology, Social Welfare, or a relevant field study
 - Having minimum 3 years of experience in research including quantitative research/survey
 - Experience in using mobile device-based data collection
 - Demonstrated experience and expertise in designing, managing and analyzing data for multifaceted survey designs (such as stratified, clustered, multistage, disproportionate selection probabilities)
 - c. **Enumerator** (Minimum 20 persons)
 - Bachelor's degree or last year university student in Public Administration, Public Policy, Public Management, International Development, Sociology, Social Welfare, or a relevant field study
 - Having minimum 1 years of experience in conducting data collection
 - Experience in conducting data collection
 - Experience in using mobile device-based data collection
 - d. **Graphic Designer** (1 person)
 - Bachelor's degree in Graphic Design, Public Administration, Public Policy, Public Management, Development Management, International Development, or a relevant field study
 - Having minimum 3 years of experience in graphic design
 - e. **Administrative Assistant** (2 persons)
 - Bachelor's degree in Accounting, Management, Economics, Public Administration, International Development, or a relevant field study
 - Having minimum 2 years of experience in supporting finance, logistic and administration related projects

Basic Competencies:

- Having experience in providing advisory service or technical assistance for local or national government in public service issue;
- Practical experience in conducting research at national and sub-national level;
- Strong understanding quantitative research particularly survey;
- Strong understanding government policy and government administration;
- Excellent facilitation and presentation skills;
- Ability to translate a design brief into a visual outcome;
- Ability to draft correspondence on administrative/operation-related issues, briefing notes, graphic and statistical summaries, accounting spreadsheets;
- Fluency in English with excellent written communication skills, and strong experience writing project reports;
- Have the ability to work effectively in a team;
- Having initiative, flexibility and innovation;

K. Language requirement

The report should be presented both in Bahasa Indonesia and English.

L. Timeline

Payment	Deliverables	Percentage	Timing
1 st payment	Overview of objective, approach and method of survey	20%	1 st Week of November 2020
2 nd payment	Report for the implementation of FGD Survey method	10%	2 nd Week of December 2020
3 rd payment	1 st draft of report on survey	20%	4 th Week of December 2020
4 th Payment	Field report on data collection	10%	4 th Week of January 2021
5 th Payment	Report for the implementation of FGD survey result	10%	2 nd week of February 2021
6 th Payment	Final report, executive summary, press release and related infographic	20%	1 st week of March 2021
7 th Payment	Public dissemination/socialization report	10%	4 th week of March 2021

Attachment 1. List of Institutions/Resources who need to be involved

1. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia (KemenPAN-RB)
2. The Executive of President Office (KSP)
3. Ombudsman Republic of Indonesia (ORI)
4. Ministry of Home Affair (Kemdagri)
5. Ministry of Communication & Informatic (Kominfo)
6. Ministry of National and Development Planning (BAPPENAS)
7. USAID CEGAH
8. GIZ
9. Bali Provincial Government
10. Special Region of Yogyakarta Provincial Government
11. West Sumatera Provincial Government
12. Bandung Regency
13. Sleman Regency
14. Tangerang Regency