



## REQUEST FOR PROPOSAL (RFP)

To: All Interested Bidders	DATE: <b>September 8, 2021</b>
	REFERENCE: <b>RFP/UNDP/SP4N-LAPOR/132111/029/2021 – Citizen Satisfaction Survey on SP4N LAPOR! 2021</b>

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/132111/029/2021 – Citizen Satisfaction Survey on SP4N LAPOR! 2021**

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

Date : 13 September 2021

Time : 1400hours (GMT +7, Jakarta time)

Venue: Zoom meeting

Join Zoom Meeting

<https://undp.zoom.us/j/81077506821?pwd=QVBhMlhBbWpKNIBRdUhJT01RR1RIQT09>

Meeting ID : 810 7750 6821

Passcode : 735689

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: 0000010337**.

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. Failed to meet this requirement, proposal will be rejected.**

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). Failed to meet this requirement, proposal will be rejected.**

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on “**Accept Invitation**” button no later than **13 September 2021**. 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](mailto:armada.pratama@undp.org) cc: [yusef.millah@undp.org](mailto: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:

<https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html>

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,



***Martin Stephanus Kurnia***  
***Procurement Analyst***

**9/8/2021**

## Annex 1

## Description of Requirements

Context of the Requirement	To measure current knowledge, attitude, practice and, information regarding citizen satisfaction on SP4N LAPOR! 2021
Implementing Partner of UNDP	The Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia
Brief Description of the Required Services <sup>1</sup>	<ol style="list-style-type: none"> <li>1. In collaboration with the Ministry of Administrative and Bureaucratic Reform (KemenPAN-RB) and UNDP, the service provider will develop solid objectives, approach and methodology including the sample for the citizen satisfaction survey on SP4N LAPOR! to be administered both at the national level and in the project locations</li> <li>2. Conduct the citizen satisfaction survey both at the national level and in project locations</li> <li>3. Provide an in-depth analysis of the results of the citizen satisfaction survey</li> <li>4. Organize related FGDs on citizen satisfaction survey, including: <ol style="list-style-type: none"> <li>a. FGD on approach/method for survey including questionnaires</li> <li>b. FGD on the survey results</li> </ol> </li> <li>5. Disseminate the result of citizen satisfaction survey in national coverage and project locations coverage, include: <ol style="list-style-type: none"> <li>a. Report, include <ul style="list-style-type: none"> <li>- Research report (Both English and Bahasa Indonesia)</li> <li>- Executive summary (Both English and Bahasa Indonesia)</li> <li>- Related infographic from the research result (Both English and Bahasa Indonesia)</li> </ul> </li> <li>b. Public dissemination regarding citizen satisfaction survey on SP4N LAPOR!</li> <li>c. Press release</li> </ol> </li> </ol>
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"> <li>1. Develop objectives, approaches and a methodology for the survey having the coverage both at the national and project locations levels; include: <ol style="list-style-type: none"> <li>a. Collecting, identifying and reviewing 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 the citizen satisfaction survey in 2019 and 2020.</li> <li>b. Examine various sampling units and methods, include: <ol style="list-style-type: none"> <li>a) National coverage: It is expected to cover thirty-four (34) provinces in Indonesia, engaging citizens who have used SP4N LAPOR! in 2021, the SP4N LAPOR! administrators (or admins) and focal points and policy makers as survey respondents.</li> <li>b) Project locations coverage: It is expected to cover six (6) project locations including West Sumatra Province, Bali Province, DI</li> </ol> </li> </ol> </li> </ol>

<sup>1</sup>A 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>Yogyakarta, Sleman Regency, Tangerang Regency and Badung Regency. The citizens in these project locations having used SP4N LAPOR! in 2021, the SP4N LAPOR! admins and focal points in project locations, and policy makers in six project locations are respondents in this survey.</p> <ol style="list-style-type: none"> <li>c. Involve women, young people and persons with disabilities as part of the target population and sampling.</li> <li>d. Questionnaire development and finalization. This includes interview question guidelines for the qualitative method.</li> </ol> <ol style="list-style-type: none"> <li>2. Organize FGD/s in discussing objective, approach and methodology for the survey before the survey is executed</li> <li>3. Develop the first draft of the survey report (English &amp; Bahasa versions) for national and project locations coverage, include:       <ol style="list-style-type: none"> <li>a. Background, consisting of objectives, overview and background of the survey.</li> <li>b. Approach, consisting of the detail of the quantitative and qualitative approaches to be applied.</li> <li>c. Research Methodology including reliability and validity test.</li> <li>d. Population &amp; Sampling (National and project locations).</li> <li>e. Final questionnaire and interview questions guideline.</li> </ol> </li> <li>4. Conduct the implementation of citizen satisfaction survey, include:       <ol style="list-style-type: none"> <li>a. Provide necessary guidance and briefing to enumerators.</li> <li>b. Establish mechanisms to ensure data quality.</li> <li>c. Manage pre-test including reliability and validity test prior to data collection.</li> <li>d. Lead and coordinate data collection exercise by using face to face approach, or phone or other digital platforms.</li> <li>e. Organize group discussion/interview with related civil society organizations in 6 project locations.</li> <li>f. Provide field report on data collection.</li> <li>g. Perform data cleaning and consolidate findings from the survey.</li> <li>h. Perform data analysis.</li> </ol> </li> <li>5. Organize FGD on the result from the survey inviting key stakeholders regarding the implementation of SP4N LAPOR!.</li> <li>6. Develop final report of the survey (English and Bahasa versions) including executive summary (English and Bahasa Versions) and press release (English and Bahas versions), that covers:       <ol style="list-style-type: none"> <li>a. Final report:           <ul style="list-style-type: none"> <li>• Background/introduction.</li> <li>• Approach.</li> <li>• Method.</li> <li>• Population and sampling.</li> <li>• Data analysis and result.</li> </ul> </li> </ol> </li> </ol>
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	<ul style="list-style-type: none"> <li>• Lesson learned &amp; good practice.</li> <li>• Recommendation.</li> </ul> <p>b. Executive summary (No more than 10 Pages)</p> <p>c. Press release for survey result and recommendation</p> <p>7. Organize public dissemination regarding the citizen satisfaction result on SP4N LAPOR! in 2021.</p>			
Person to Supervise the Work/Performance of the Service Provider	<ol style="list-style-type: none"> <li>1. <i>National Project Manager for SP4N LAPOR!</i></li> <li>2. Technical Officer for Public Outreach and Advocacy</li> <li>3. <i>Monitoring and Reporting Officer for SP4N LAPOR!</i></li> </ol>			
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 <sup>st</sup> week of March 2022			
Latest completion date	4 <sup>th</sup> week of July 2022			
Travels Expected	Data collection to project locations if needed			
	<b>No</b>	<b>Destination</b>	<b>Frequency</b>	<b>Duration/days</b>
	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 <sup>2</sup>	<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 <sup>3</sup>	<b>No</b>	<b>Deliverables</b>	<b>Percentage</b>	<b>Timeline</b>
	1	Overview of objective, approach and method of survey	15%	1 <sup>st</sup> Week of March 2022
	2	Report for the implementation of FGD on survey method	10%	2 <sup>nd</sup> Week of April 2022
	3	1 <sup>st</sup> draft of report on survey	20%	4 <sup>th</sup> Week of April 2022
	4	Field report on data collection	15%	2 <sup>nd</sup> Week of June 2022
	5	Report for the implementation of FGD on survey result	10%	4 <sup>th</sup> Week of June 2022
	6	Final report, executive summary, press release and related infographic	20%	2 <sup>nd</sup> week of July 2022
	7	Public dissemination report	10%	4 <sup>th</sup> week of July 2022
Person(s) to review/inspect/ approve outputs/completed services and authorize the	1. <i>National Project Manager for SP4N LAPOR!</i> 2. Technical Officer for Public Outreach and Advocacy 3. <i>Monitoring and Reporting Officer for SP4N LAPOR!</i>			

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

<sup>3</sup>UNDP 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.

disbursement of payment	
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 <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><b><u>Technical Proposal (70%)</u></b></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% <p><b><i>NOTE: only bidder(s) who received minimum of 70 points where the financial proposal will be opened</i></b></p> <p><b><u>Financial Proposal (30%)</u></b></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 <sup>4</sup>	<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: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Annexes to this RFP <sup>5</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Others <sup>6</sup> : sample written self declaration of impartiality

<sup>4</sup>Service 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.

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

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

<p>Contact Person for Inquiries (Written inquiries only)<sup>7</sup></p>	<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>
<p>Other Information [pls. specify]</p>	<p>Bidders Conference:  Date: 13 September 2021  Time: 1400hours (GMT +7, Jakarta time)  Venue: Zoom meeting  Join Zoom Meeting  <a href="https://undp.zoom.us/j/81077506821?pwd=QVBhMlhBbWpKNIBRdUhJT01RR1RlQT09">https://undp.zoom.us/j/81077506821?pwd=QVBhMlhBbWpKNIBRdUhJT01RR1RlQT09</a>  Meeting ID: 810 7750 6821  Passcode: 735689</p>

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<sup>7</sup>*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.*

## Annex 2

### FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>8</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>9</sup>)*

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[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.*

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<sup>8</sup>*This serves as a guide to the Service Provider in preparing the Proposal.*

<sup>9</sup>*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	Total Period of Engagement	No. of Personnel	Remuneration per Unit of Time	Total Rate
<b>I. Personnel Services</b>				
1. Team Leader		1		
2. Quantitative Researcher		4		
3. Mixed method Researcher		1		
4 Enumerator		20		
5. Graphic designer		1		
6. Administrative assistant		2		
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others, please specify:				

*\*in separate table*

III. Other Related Costs	Period	UoM	Qty/No. Personnel	UoM	Unit Price	Total Rate
<b>A. FGD on Method (Offline)</b>						
Focus Group Discussion(s) (FGD) on method as required in the scope of work no 2 in the TOR (please provide detailed breakdown cost), which should cover:						
a) 4 star hotel full-day meeting package for approximately 50 participants	1	Event	50	Pax		
b) 25 from 50 Participants serve as resource persons.	1	Event	25	Persons		
c) The minimum of support personnel is 5 persons:						
- Moderator: 1	1	Event	1	Persons		
- Facilitator: 2	1	Event	2	Persons		
- Notetaker: 2	1	Event	2	Persons		

d) Local transport/local travel expenses for approximately 40 participants.	1	Event	40	Persons		
e) Technical support for live streaming /zoom includes a set of camera digital mirrorless 4K, a set of equipment (Tripod, Cables, MIC, Etc), digital converter port for camera & laptop, and camera person/operator.	1	Event	1	Package		
f) Pump Hand sanitizer (5 bottle x 500 ML)	1	Event	5	Pax		
g) Two units infrared thermometer,	1	Event	2	Pax		
h) 2 box of 3 ply ear loop surgical face mask ( 1 box is consisted of 50 mask).	1	Event	2	Pax		
<i>*specifying which activity in relation including the detail</i> <i>**incl. venue, meeting package, participant transport if applicable</i> <i>*** Hotel venue, local transport, technical support for zoom, hand sanitizer, mask and infrared thermometer are subject to change/cancellation in case the discussion is delivered online due to imposition of restrictions such as PPKM or any relevant situation/event.</i>						
<b>Sub Total</b>						
<b>B. FGD on Result (Offline)</b>						
Focus Group Discussion(s) (FGD) on method as required in the scope of work no 5 in the TOR (please provide detailed breakdown cost), which should cover:						
a) 4 star hotel full-day meeting package for approximately 50 participants	1	Event	50	Persons		
b) 25 from 50 Participants serve as resource persons.	1	Event	25	Persons		
c) The minimum of support personnel is 5 persons:	1	Event	1	Persons		
- Moderator: 1	1	Event	2	Persons		
- Facilitator: 2	1	Event	2	Persons		
- Notetaker: 2						
d) Local transport/local travel expenses for approximately 40 participants.	1	Event	40	Persons		
e) Technical support for live streaming/zoom includes a set of camera digital mirrorless 4K, a set	1	Event	1	Package		

<p>of equipment (Tripod, Cables, Mic, Etc), digital converter port for camera &amp; laptop, and camera person/operator.</p> <p>f) Pump Hand sanitizer (5 bottle x 500 ML)</p> <p>g) Two units infrared thermometer</p> <p>h) 2 box of 3 ply ear loop surgical face mask ( 1 box is consisted of 50 mask).</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><i>***Hotel venue, local transport, technical support for zoom, hand sanitizer and infrared thermometer are subject to change/cancellation in case the discussion is delivered online due to imposition of restrictions such as PPKM or any relevant situation/event</i></p>	1	Event	5	Pax		
	1	Event	2	Pax		
	1	Event	2	Pax		
<b>Sub-total</b>						
<p><b>C. Data Collection</b></p> <p>Data collection and analysis (please provide detail breakdown cost), as required in scope of work no 4 in the TOR. The data collection is in line with the proposed framework/method from the bidder. The minimum requirement should cover:</p> <p>a) Airplane cost to project locations for researchers and/or enumerators. This cost includes two persons from a government representative (please refer to travels expected in Annex 1 as for estimated days and locations):</p> <ul style="list-style-type: none"> <li>- Round Trip Airfare Jakarta-Yogyakarta (5 Researcher/Non-Local Enumerators and 2 government representative)</li> <li>- Round Trip Airfare Jakarta-Bali (Researcher/Non-Local Enumerator sand government representative)</li> <li>- Round Trip Airfare</li> </ul>	1	Event	7	Persons		
	1	Event	7	Persons		

Jakarta-Padang (Researcher/Non-Local Enumerators)	1	Event	7	Persons		
b) Accommodation in 6 project locations during data collection (please refer to travels expected in Annex 1 as estimated days). This cost includes two persons from a government representative.						
- Accommodation in Yogyakarta	3	Night	7	Persons		
- Accommodation in Bali	3	Night	7	Persons		
- Accommodation in West Sumatra	2	Night	7	Persons		
- Accommodation in Tangerang Regency	2	Night	7	Persons		
c) Local transportation for researchers and/or enumerators in 6 project locations (please refer to travels expected in Annex 1 as for estimated days). This cost also includes two persons from a government representative:						
- Local transport in Yogyakarta including Sleman (5 Researcher/Non-Local Enumerators and 2 government representative)	4	Days	7	Persons		
- Local transport in Bali including Badung Regency (5 Researcher/ Non local Enumerator and 2 government representative)	4	Days	7	Persons		
- Local transport in West Sumatra (5 Researcher/ Non local Enumerator and 2 government representative)	3	Days	7	Persons		
- Local transport in Tangerang Regency (5 Researcher/ Non local Enumerator and 2 government representative)	3	Days	7	Persons		
d) Allowance (Uang Harian) for researchers and/or enumerators to 6 project locations (please refer to travels expected in Annex 1 as for estimated days). This cost						

<p>also includes two persons from a government representative:</p> <ul style="list-style-type: none"> <li>- Allowance in Yogyakarta including Sleman (5 Researcher/Non-Local Enumerators and 2 government representative)</li> <li>- Allowance in Bali including Badung Regency (5 Researcher/Non-Local Enumerators and government representative)</li> <li>- Allowance in West Sumatra (5 Researcher/Non-Local Enumerators and 2 government representative)</li> <li>- Allowance in Tangerang (5 Researcher/Non-Local Enumerators and 2 government representative)</li> </ul> <p>e) Taxi expense including toll (terminal expense) for researchers and/or enumerators to 6 project locations (please refer to travels expected in Annex 1 as for estimated days). This cost also includes two persons from a government representative:</p> <ul style="list-style-type: none"> <li>- Expense in Yogyakarta including Sleman (5 Researcher/Non-Local Enumerators and 2 government representative)</li> <li>- Expense in Bali including Badung Regency (5 Researcher/Non-Local Enumerators and 2 government representative)</li> <li>- Expense in West Sumatra (5 Researcher/Non-Local Enumerators and 2 government representative)</li> <li>- Expense in Tangerang (5 Researcher/Non-Local Enumerators and 2</li> </ul>	4	Days	7	Persons		
	4	Days	7	Persons		
	3	Days	7	Persons		
	3	Days	7	Persons		
	2	Times	7	Persons		
	2	Times	7	Persons		
	2	Times	7	Persons		

government representative)	2	Times	7	Persons		
f) Minimum Swab antigen test for travel	8	Times	7	Persons		
g) Telephone/online cost to conduct telephone survey/ online interview for respondents from 34 provinces.	1	Event	34	Provinces		
h) Cost related statistic software such as SPSS	1	Event	1	Pax		
i) Souvenir (175 pieces) to respondents such as simple notes (Cover: Art Carton 310 Grm, Content: Hvs 140Page; Finishing: laminating doffs, Roll Binding).	1	Event	175	Pax		
<i>*specifying which activity in relation including the detail</i>						
<b>Sub-total</b>						
<b>D. Public Dissemination</b>						
Public dissemination (please provide detailed breakdown cost) as required in the scope of work no 7 in the TOR, which should cover:						
a) Accommodation 2 nights for 12 participants from project locations.	2	Night	12	Persons		
b) Allowance for 12 persons from project locations	3	Day	12	Persons		
c) Terminal allowance for 12 participants from project location	2	times	12	Persons		
d) Local transport/local travel expenses for approximately 70 participants	1	Event	70	Persons		
e) 5-star hotel full-day meeting package for approximately 90 participants include the venue as required in the TOR.	1	Event	90	Pax		
f) 25 from 50 Participants serve as resource persons.	1	Event	25	Persons		
g) Talk show speakers for 3 persons	1	Event	3	Persons		
h) 1 <sup>st</sup> or 2 <sup>nd</sup> echelon Representative of Government fee for opening and closing (2 persons)	1	Event	2	Persons		
i) Notetaker fee	1	Event	2	Persons		
j) Moderator fee for group discussion	1	Event	1	Persons		
k) MC fee (public figure)	1	Event	1	Persons		
l) Moderator fee for talk show (public figure)	1	Event	1	Persons		
m) Facilitator fee	1	Event	3	Persons		

n) Documentation (editing included) including two camera and video persons.	1	Event	1	Package		
o) Venue management and stage arrangement, including:						
• LED screen minimum 4x6 meter	1	Event	1	Set		
• Stage or level for LED screen: 1.5 x1.5 m, height according to the main stage including tv monitor for speaker on stage	1	Event	1	Set		
• Switcher	1	Event	1	Set		
• Genset: 60 KVA for LED	1	Event	1	Set		
• 1 (one) ringing for stage approximately 6x8 meter	1	Event	1	Set		
• Mini garden approximately 12 M	1	Event	12	Meter		
• Armchair sofa (5 units)	1	Event	5	Unit		
• Coffee table (3 unit)	1	Event	3	Unit		
• Podium and gavel (1 set)	1	Event	1	Unit		
• Wireless microphone (5 units)	1	Event	5	Set		
• Clip-on microphone (5 units)	1	Event	5	Unit		
• Clicker and pointer for presentation (2 Units)	1	Event	2	Unit		
• Backdrop printing 6x8 meter including ringing or iron frame and lighting (spotlight)	1	Event	1	Set		
p) Technical Persons for the event:						
• Event Manager (1 person)	1	Event	1	Persons		
• Stage operator/technician (2 persons)	1	Event	2	Persons		
• Open broadcast software or related system operator (3 persons).	1	Event	3	Persons		
• Runner (3 persons)	1	Event	3	Persons		
• Liaison officer (2 persons)	1	Event	2	Persons		
• Production crew (2 persons)	1	Event	2	Persons		
• Registration Crew (2 persons)	1	Event	2	Persons		
• Usher (2 persons)	1	Event	2	Persons		
q) Technical support for live streaming includes minimum two sets of camera digital mirrorless 4K, two sets of equipment (Tripod, Cables, Mic, Etc), digital converter port for camera & laptop, and camera person/operator.	1	Event	1	Package		
r) Cooperating with media to cover	1	Event	1	Package		

<p>the survey dissemination. The vendor can facilitate media handling fees for media news in public dissemination, with a minimum of National 15 mainstream online media.</p> <p>s) Minimum reimbursement of PCR test for 12 participants from project locations (two times).</p> <p>t) Hand sanitizer (5 bottle x 500 ML)</p> <p>u) Two units infrared thermometer</p> <p>v) Three box of 3 ply ear loop surgical face mask ( 1 box is consisted of 50 mask). as health protocol.</p> <p><i>*specifying which activity in relation including the detail</i>  <i>**incl. venue, meeting package, participant transport if applicable</i>  <i>***Hotel venue, venue management and stage arrangement as mentioned above, accommodation, DSA (daily allowance), PCR test for outside Jakarta participant, local transport, terminal expense, hand sanitizer, infrared thermometer, mask, technical support for live streaming, technical persons (event manager, stage operator/technician, runner, LO, production crew, registration crew and usher) and documentation are all subject to change/cancellation in case the public dissemination is delivered fully online due to imposition of restrictions such as PPKM or any relevant situation/event.</i></p>	1	Event	12	Persons		
	1	Event	5	Bottles		
	1	Event	2	Unit		
	1	Event	3	Pax		
<b>Sub-total</b>						
<p><b>E. Online Focused Group Discussion</b></p> <p>Online discussions (Please provide detailed 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</p>	1	Event	1	Package		
	3	Event	40	Persons		

persons/speakers fee (7 resource persons of each online discussion)	3	Event	7	Persons		
d) Related personnel support fee;						
- Moderator: 2	3	Event	2	Persons		
- Notetaker: 2	3	Event	2	Persons		
<p><i>* The activity (Minimum 3 times) will support the implementation of survey research including internal coordination among researchers and enumerators and external coordination with institutions/resources as stated in attachment 1</i></p> <p><i>**The cost is also alternative support in case the type of FGD/meeting/public consultation will be organized online</i></p>						
'One-on-one' meeting (please provide detailed breakdown cost)						
<p><i>*specifying which activity in relation including the detail</i></p> <p><i>**incl. venue, meeting package, participant transport if applicable</i></p>						
<b>Sub-total</b>						
<b>Total</b>						

NOTE: Any costs 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]*

## Annex 3

### Term of Reference (TOR) Citizen Satisfaction Survey on SP4N LAPOR! 2021, SP4N LAPOR! project

- A. General Information** : Terminology of this TOR
- Title : Citizen Satisfaction Survey on SP4N LAPOR! 2021
- Report to : 1. National Project Manager for SP4N LAPOR!  
2. Technical Officer for Public Outreach and Advocacy for SP4N LAPOR!  
  
3. Monitoring and Reporting Officer 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 :  Yes  No
- Equipment (laptop etc.) :  Yes  No
- Secretarial Services :  Yes  No

The terms listed hereunder 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	GESI is a combination of two terms Gender equality and Social Inclusion. Gender equality refer to concepts equal rights, responsibilities and opportunities of women and men and girls and boys while 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. A GESI strategy thus means a strategy or approach adopted to ensure that no one is left out of development programs and government services, that are intended to be universal

Project Location	<ol style="list-style-type: none"> <li>1. Province of West Sumatera</li> <li>2. Province of DI Yogyakarta</li> <li>3. Province of Bali</li> <li>4. Regency of Sleman</li> <li>5. Regency of Badung</li> <li>6. Regency of Tangerang</li> </ol>
Main Partner	Ministry of Administrative and Bureaucratic Reform (KemenPAN-RB)

### **B. Background Information**

The Citizen satisfaction survey for the national complaint handling system (SP4N LAPOR!) is an essential and regular feature of the project entitled 'KOICA-UNDP partnership for capacity development for an integrated national complaint handling system (SP4N LAPOR!) in Indonesia'. The project is a tripartite collaboration between Korea International Cooperation Agency (KOICA), UNDP and the Ministry of Administrative and Bureaucratic Reform (KemenPANRB) Indonesia to develop a comprehensive and integrated national strategy on the public service complaint management system. The Citizens Satisfaction Survey is a critical tool to measure citizens' level of satisfaction with the SP4N-LAPOR! to improve the performance of the system toward better public service delivery.

The 2020 citizen satisfaction survey for SP4N LAPOR! was successfully implemented and disseminated to public audience. The involved a total of sixteen hundred and sixty-one (1661) respondents including thirteen-hundred and twenty-nine (1329) citizens users of LAPOR and three hundred and thirty-three (332) administrators of the SP4N LAPOR! system as part of the sampling. Person with Disabilities (PWDs) also contributed to the survey. The respondents came from all across Indonesia including the six (6) project locations including West Sumatra, Bali, Yogyakarta, Tangerang Regency, Sleman Regency and Badung Regency.

The 2020 Survey reports the citizen satisfaction at the rate of 75.7% - this is an increase of 3.7% since the last survey in 2019 which reported the satisfaction rate at 72% with only 3% margin error on the whole. More importantly, the 2020 Survey takes a more inclusive approach and takes into account perceptions from citizens representing socially marginalized segments of society including women and Persons with Disabilities (PWDs) thus meaningfully incorporating the gender and social inclusion analysis.

The highest satisfaction index in the 2020 survey result is related to the ease of registering and using SP4N LAPOR!. Respondents also reported high satisfaction with the feature of confidentiality of the complainant as is promised by the system. The speed of response from related agencies scored lowest on the satisfaction grid, suggesting it to be an area of focus of further improvement both in terms of system and human resource capacity development.

In continuation of the exercise in 2020, UNDP in close collaboration with KOICA and KemenPAN-RB plan to organize the 2021 citizen satisfaction survey for SP4N LAPOR!. In line with the 2020 survey, the survey sampling is to cover citizens and users at the national and six (6) project pilot locations ensuring that the

margin error does not go beyond 3 percent. Inclusive approach is also mandated for the 2021 research approach. Unlike 2020 survey, it is anticipated that the 2021 survey will employ a mixed methods approach by incorporating qualitative analysis method into the survey with quantitative analysis however still being the primary and dominant method for the survey

It expected that the 2021 survey results will provide a base for recommendations for the national and sub-national governments toward improvement of the SP4N LAPOR! in the future. Additionally, the survey is expected to provide fresh trend on citizens' satisfaction that can be compared with the trends in the previous years.

### **B. Context of the ToR**

In the context of designing and implementing the 2021 citizen satisfaction survey, the qualified service provider will be contracted to:

1. Develop objectives, approaches and a methodology for the survey having the coverage both at the national and project locations levels.
2. Organize FGD/s discussing the objectives, proposed approaches and methodology by accommodating input/feedback from the relevant stakeholders for the survey before the survey is executed.
3. Develop the first draft of the report.
4. Conduct the data collection of citizen satisfaction survey having both the national and project locations coverage.
5. Organize FGD on the results from the survey inviting key stakeholders regarding the implementation of SP4N LAPOR!.
6. Develop the final report of the survey including executive summary, related infographics and press release from the survey.
7. Organize public dissemination of the survey findings.

### **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 objectives, approach and methodology of the survey (English and Bahasa Versions), with focus on:
  - a. Collecting, identifying and reviewing 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 to do a literature study from the report and data regarding the implementation of the citizen satisfaction survey in 2019 and 2020. The literatures study will enrich the proposed sampling including the research limitation from past surveys. UNDP/KemenPAN-RB will provide the 2019 and 2020 survey report.
  - b. Examining various sampling units and methods, ensuring:
    - National coverage: It is expected to cover thirty-four (34) provinces in Indonesia, engaging citizens who have used SP4N LAPOR! in 2021, the SP4N LAPOR! administrators (or admins) and focal points and policy makers as survey respondents. In this respect, the service

provider will use the data from the SP4N LAPOR! database, more specifically using the data from SP4N LAPOR's! 3<sup>rd</sup> version including the mobile app, LAPOR! website and text message. The data will be accessible with the support of KemenPAN RB and KSP. The data collection for national coverage will be delivered by online/phone survey.

- Project location coverage: It is expected to cover six (6) project locations including West Sumatra Province, Bali Province, DI Yogyakarta Province, Sleman Regency, Tangerang Regency and Badung Regency. The citizens in these project locations having used SP4N LAPOR! in 2021, the SP4N LAPOR! admins and focal points in project locations, and policy makers in six project locations are respondents in this survey. The project location will be delivered offline/hybrid by using health protocol as advised by UNDP and KemenPAN-RB
  - 2020 survey shows that the involved a total of sixteen hundred and sixty-one (1661) respondents including thirteen-hundred and twenty-nine (1329) citizens users of LAPOR and three hundred and thirty-three (332) administrators. Total user data in 2020 was 196,509, of which 19,473 data were received from Kementerian PANRB as the population of respondents from the SP4N-LAPOR! user citizen. In this context, 1329 respondents were determined by random sampling which was following the research step such as data cleaning and stratification in line with the reliability and validity as research principles. Moreover, Admin respondents (332 admins) is determined based on the rule of thumb and proportional sample allocation is only for respondents (384 admins) whose phone numbers are available and not in the blank section. Therefore, it is expected the 2021 survey will have similar sampling for user and admins by adjusting the data that will later be obtained from the KemenPAN-RB and KSP as the target population and sampling. The specific information and data of 2020 survey is available on attachment 2 in the format of infographics.
- c. Both citizen and SP4N LAPOR! admins are expected to be identified using probability sampling. The policy makers may be included using non-probability sampling/purposive depend on the population, sampling, and the field situation.
  - d. The margin of error should be targeted to be less than 3%.
  - e. Involve women, youth and persons with disabilities as part of the target population and sampling.
  - f. Develop Questionnaires for quantitative data collection and interview questions guidelines for the qualitative method.
    - In this part, the service provider provides input from variables, dimensions, scale, indicators and a list of questions both quantitative and qualitative methods.
    - Transfer questionnaire(s) and qualitative interview questions onto relevant technology-driven platforms (mobile application, website and texting formats) to enable mobile or online data collection.
    - Translate data collection tools into the local language(s) when relevant.
  - g. Establish a strategy to improve trustworthiness including reliability and validity tests for quantitative research methods.
2. Organize hybrid (offline and online) FGD/s in discussing objective, approach, and methodology for

the survey before the survey is executed:

- a. FGD should aim to gather feedback from related stakeholders regarding the objectives, approaches and methodology to be used for the survey before the survey is executed. This is crucial to ensure the quality of the research method with particular attention to the reliability and validity of the research and the quality of questionnaires (quantitative and qualitative interview questions) to be administered to the national and project location sample.
  - b. The FGD should be held in 4 stars hotel in Jakarta (Full day meeting package for approximately 50 participants) ensuring a healthy representation of gender and socially excluded groups as applicable and with full compliance of safety protocols for Covid-19.
  - c. Twenty-five (25) participants of 50 participants serving as resource persons consist of 13 resource persons from the national level (5 from KemenPAN-RB, 3 from ORI, 3 from KSP, 2 from Kemendagri); and the rest participant as resource persons (12 persons) are from other relevant stakeholders in national level as stated in attachment 1.
  - d. Approximately 25 Non-Jakarta based participants will join through zoom. Therefore, the service provider should provide technical support for zoom includes a minimum set of camera digital mirrorless 4K, a set of equipment (Tripod, Cables, Mic, Etc), a digital converter port for camera & laptop, and a camera person/operator. The selected contractor is expected to coordinate with hotel for the screen and projector.
  - e. Minimum required personnel that need to be involved e.g: notetaker, moderator, facilitator (Moderator: 1; Facilitator: 2; Notetaker: 2). Having a minimum two related experiences for moderating and making note or minutes of meeting for moderator and notetaker. One related experience for assisting the event as required for facilitator.
  - f. Undertake distribution and follow-up of invitation to invitees and participants.
  - g. The service provider is responsible for finding and paying for venue (ideally a venue that is designed to take into account the needs of different social groups e.g PWDs), meals, reimbursement for local transport for 40 participants, and other related administrative and logistical supports.
  - h. Reimbursement of local travel expense (for 40 persons) using available SBM (*Standard Biaya Masukan*) rate for participants from Jabodetabek will be handled by the selected contractors
  - i. Service provider is responsible for practicing physical distancing as well as following health protocol such as providing hand sanitizer (5 pump bottles x 500 ML), two units infrared thermometer, and 2 box of 3 ply ear loop surgical face mask ( 1 box is consisted of 50 masks).
  - j. Hotel venue, local transport, technical support for zoom, hand sanitizer, mask and infrared thermometer are subject to change/cancellation in case the discussion is delivered online due to imposition of restrictions such as PPKM or any relevant situation/event.
3. Develop the first draft of the survey report (English and Bahasa Versions), ensuring:
- a. Background, consisting of objectives, overview and background of the survey.
  - b. Approach, consisting of the detail of the quantitative and qualitative approaches to be applied.
  - c. Research Methodology including reliability and validity test.
  - d. Population & Sampling (National and project locations).
  - e. Final questionnaire and interview questions guideline.

4. Conduct the implementation of citizen satisfaction survey both at the national and project location levels. The contractor in this respect is required to:
  - a. Provide necessary guidance and briefing to enumerators
  - b. Establish mechanisms to ensure data quality
  - c. Manage pre-test including reliability and validity test prior to data collection
  - d. Lead and coordinate data collection exercise by using face to face approach, or phone or other digital platforms
  - e. Organize group discussion/interview with related civil society organizations in each 6 project locations
  - f. Provide field report on data collection
  - g. Perform data cleaning and consolidate findings from the survey
  - h. Perform data analysis
  
5. Organize hybrid FGD on Results (offline and online) from the survey inviting key stakeholders regarding the implementation of SP4N LAPOR!.
  - a. The objective of FGD is to gather feedback from related stakeholders regarding the findings and the result of the survey. This is important to ensure the quality of collected data with particular attention to the reliability and validity of the research. Additionality should aim at facilitating 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 50 participants) ensuring a healthy representation of gender and socially excluded groups as applicable and with full compliance of safety protocols for Covid-19.
  - c. 25 Participants of 50 total participants serve as resource persons consist of 13 resource persons from the national level (5 from KemenPAN-RB, 3 from ORI, 3 from KSP, 2 from Kemendagri); and the rest participant as resource persons (12 persons) are from other relevant stakeholders in national level as stated in attachment 1.
  - d. Approximately 25 Non-Jakarta based participants will join through zoom. Therefore, the service provider should provide technical support for zoom includes a minimum a set of camera digital mirrorless 4K, a set of equipment (Tripod, Cables, Mic, Etc), a digital converter port for camera & laptop, and a camera person/operator. The selected contractor is expected to coordinate with hotel for the screen and projector.
  - e. Minimum required personnel that need to be involved e.g: note taker, moderator, facilitator (Moderator: 1; Facilitator: 2; Notetaker: 2). Having a minimum two related experiences for moderating and making note or minutes of meeting for moderator and notetaker. One related experience for assisting the event as required for facilitator.
  - f. Service provider is responsible for practicing physical distancing as well as following health protocol such as provide hand sanitizer (5 bottles x 500 ML), two units infrared thermometer, mask, and 2 box of 3 ply ear loop surgical face mask ( 1 box is consisted of 50 masks).

- g. Distribution and follow-up of invitation to invitees and participants.
  - h. Reimbursement of local travel expense (40 persons) using available SBM (*Standard Biaya Masukan*) rate for participants from Jabodetabek will be handled by the selected contractors
  - i. The service provider is responsible for finding and paying for venue (ideally a venue that is designed to take into account the needs of different social groups e.g PWDs), meals, reimbursement for 40 local transport for participants, and other related administrative and logistical supports.
  - j. Hotel venue, local transport, technical support for zoom, hand sanitizer and infrared thermometer are subject to change/cancellation in case the discussion is delivered online due to imposition of restrictions such as PPKM or any relevant situation/event.
6. Develop final report of the survey (English and Bahasa Versions), including executive summary, related infographic (English and Bahasa Versions) and press release (English and Bahasa Versions) that covers:
- a. Final report:
    - Background/introduction
    - Approach
    - Methodology with focus on elaborating approaches to ensure the inclusion of GESI target groups and enhancing participation from the low participating project location based on the 2020 survey results
    - Population and sampling
    - Data analysis and result
    - Lessons learned & good practices
    - Recommendations
  - b. Executive summary (No more than 10 Pages)
  - c. Press release for survey results and recommendations. Press release should reach at minimum of national 15 mainstream online media.
7. Organize a public dissemination/socialization event inviting key stakeholders regarding citizen satisfaction on SP4N LAPOR! in 2021.
- a. The objective of public dissemination/socialization should be to disseminate survey results and to discuss the next step of policy with relevant stakeholders and the public. Finding, results and lessons learned from the survey are critical in providing reliable and valid data to policymakers 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 should be held in 5 stars hotel in Jakarta (full day meeting package for approximately 90 participants in ballroom).
  - c. The ideal format of public dissemination would be to have 2 sessions including a talk show and discussion and featuring one speaker each from KemenPAN-RB, academician/civil society, the service provider as a leading survey institution, another leading ministry/agency

for SP4N LAPORI, and one moderator from a public figure. Service provider is expected to provide speaker and moderator candidates for public dissemination.

- d. Participants including any persons from the key stakeholder (approximately 50 persons) should engage key stakeholders at the national level as stated in attachment 1, civil society representatives, and media (20 persons).
- e. Twenty-five (25) Participants serve as resource persons consist of 13 resource persons from the national level (5 from KemenPAN-RB, 3 from ORI, 3 from KSP, 2 from Kemendagri); and the rest participant as resource persons (12 persons) are from other relevant stakeholders in national level as stated in attachment 1.
- f. Reimbursement of local travel expenses (70 persons) using the available SBM (Standard Biaya Masukan) rate for participants from Jabodetabek will be handled by the selected service provider.
- g. Service provider is responsible for accommodation (two nights and single room), reimbursement of PCR test (two times), and daily allowance/uang harian refer to SBM for 12 pilot project area participants (3 Days), and terminal allowance. Airfare for participants from outside Jabodetabek will be handled by UNDP/Project (12 persons).
- h. The participation from the 12 project locations should be as follows:
  - 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
- i. Minimum required personnel that need to be involved e.g: host/MC, note taker, moderator, facilitator (Moderator: 2; Host/MC: 1; Facilitator: 3; Notetaker:2). Particularly, one host/MC and one moderator are public figures.
- j. In close coordination with hotel, service provider is expected to arrange sound system and proper lighting as required for quality video and live streaming.
- k. Service provider is responsible for venue management and stage arrangement including:
  - LED screen minimum 4x6 meter
  - Stage or level for LED screen: 1.5 x1.5 m, height according to the main stage including tv monitor for speaker on stage
  - Switcher
  - Genset minimum 60 KVA for LED screen
  - 1 (one) ringing for stage approximately 6x8 meter
  - Mini garden approximately 12 M
  - Armchair sofa (5 units)
  - Coffee table (1 unit)
  - Podium and gavel (1 set)
  - Wireless microphone (5 units)
  - Clip-on microphone (5 units)
  - Clicker and pointer for presentation (2 Units)

- Backdrop printing 6x8 meter including ringing or iron frame and lighting (spotlight)
  - Technical persons include event manager (1 person), operator/technician (2 persons), runner (3 persons), LO (2 persons), production crew (2 persons), registration crew (2 persons), usher (2 persons)
- l. Service provider is responsible for photo and video documentation including editing. (eg. Photos: in soft file at minimum 40 edited photos that indicate the process of the event from the opening session, resource person presentation delivery, discussion and closing; and edited video about the activity at least 10 minutes in length with the written narrative which indicates the process of the event). This service also includes the camera and cameraman/ video persons.
  - m. The public will join the event through zoom. Therefore, the service provider should provide technical support for live streaming including minimum of two sets of camera digital mirrorless 4K, two sets of equipment (Tripod, Cables, Mic, Etc), digital converter port for camera & laptop, and camera person/operator.
  - n. In relation to above, service provider is responsible for providing open broadcaster software (OBS) or related system for operating zoom webinar including 3 operators
  - k. Service provider is responsible for practicing physical distancing and following health protocol such as provide hand sanitizer (5 pump bottles x 500 ML) two units infrared thermometer, mask, and 3 box of 3 ply ear loop surgical face mask (1 box is consisted of 50 mask).
  - o. Service provider is responsible for distribution and follow-up of invitation to invitees and participants.
  - p. Service provider is responsible for cooperating with media to cover the survey dissemination. The vendor can facilitate media handling fees for media news in public dissemination, with a minimum of national 15 mainstream online media.
  - q. The service provider is responsible for finding and paying for the venue including setup and decoration in close coordination with hotel, venue management and stage arrangement as explained above, documentation (photo & video), speaker, government representative for opening & closing speech, moderator, MC/Host, resource persons, 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, DSA/Daily Allowance and terminal expense for participants from the pilot project area
  - l. Hotel venue, venue management and stage arrangement as mentioned above, accommodation, DSA (daily allowance), PCR test for outside Jakarta participant, local transport, terminal expense, hand sanitizer, infrared thermometer, mask, technical support for live streaming, technical persons (event manager, stage operator/technician, runner, LO, production crew, registration crew and usher) and documentation are all subject to change/cancellation in case the public dissemination is delivered fully online in case the discussion is delivered online due to imposition of restrictions such as PPKM or any relevant situation/event.

**D. Expected Output**

The Service Provider will be expected to produce the deliverables enlisted as follows:

1. Comprehensive objective, approach and methodology of survey (English and Bahasa Indonesia versions)
  - 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
  - Proposed strategy to keep the margin error minimal
  - Strategy to improve trustworthiness including reliability and validity test for quantitative research method.
  - Propose strategy to ensure GESI integration across all stages of the design stage
2. Report for the implementation of FGD on survey method (English and Bahasa Indonesia Versions)
  - 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 the report (English and Bahasa Indonesia Versions)
  - Background
  - Approach and methodology (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 and interview question list
    - e. Reliability and validity test
    - f. Strategy to ensure GESI integration across all stages of the survey execution
4. Field report from the implementation of citizen satisfaction survey (national and project locations coverage) both English and Bahasa Indonesia Versions include:
  - Filled questionnaire and coding
  - Data cleaning
  - Data analysis
5. Report for the implementation of FGD on survey result (English and Bahasa Indonesia

- Versions)
- 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 edited photos with stamp dated that indicate the process of the FGD from opening session, resource person presentation delivery, discussion and closing)
6. Develop final report of the survey (English and Bahasa Indonesia Version) 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 including GESI Analysis
  - Conclusion and recommendation
  - Filled questionnaire as annex
  - Executive summary (no more than 10 pages both English and Bahasa), related infographic (English and Bahasa) and survey press release.
7. Public launching report (English and Bahasa)
- Narrative Report that at least consists of:
    - a. Introduction including objective and expected outputs
    - b. Implementation process
    - c. Result of the dissemination
    - 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 edited 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 including the proposed method and timeline.
2. The development of the 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 modified or cancelled if the situation gets worse.
2. In relation to that, the service provider should anticipate unforeseen and unpredicted changes of activity caused by COVID 19 pandemic including modification of activity from offline to partially online/hybrid or all online.
3. Digital literacy gap between local and national government and citizen will require a different level of approach when the survey will be implemented.

## **F. Institutions/Resources that 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), the Executive of President Office (KSP), Ombudsman Republic of Indonesia (ORI), 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 advice towards the context and content which is relevant to each stakeholder enlisted in 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 and consult any changes in the work plan and budget to UNDP. UNDP will approve of such changes in writing if it is needed.
- 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 are to be covered by the selected Contractor except for the air ticket for 12 persons coming from outside Jakarta
- Service provider has responsibility to check validity of the recipient on any cash payment during the

contract. The service provider must check whether the criteria below are met:

- Service provider has responsibility to check validity of the recipient on any cash payment during the contract.
  - The payee is listed in the invitation list
  - The payee shows the ID Card. The photo of the ID Card should match with the payee
  - The payee should be listed on the attendance list
  - The payee`s signature in the receipt should match with signature in the attendance list
  - The cash delivery to payee should be documented in a photo documentation with date and location stamp.
- 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 five (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 4<sup>th</sup> week of July 2022.

#### 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 <sup>st</sup> payment	Overview of objectives, approach and methodology of survey	15%	1 <sup>st</sup> Week of March 2022
2 <sup>nd</sup> payment	Report for the implementation of FGD Survey method	10%	2 <sup>nd</sup> Week of April 2022
3 <sup>rd</sup> payment	1 <sup>st</sup> draft of report on survey	20%	4 <sup>th</sup> Week of April 2022
4 <sup>th</sup> Payment	Field report on data collection	15%	2 <sup>nd</sup> Week of June 2022
5 <sup>th</sup> Payment	Report for the implementation of FGD survey result	10%	4 <sup>th</sup> Week of June 2022
6 <sup>th</sup> Payment	Final report, executive summary, press release and related infographic	20%	2 <sup>nd</sup> week of July 2022
7 <sup>th</sup> Payment	Public dissemination/socialization report	10%	4 <sup>th</sup> week of July 2022

#### 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 a minimum of 4 (four) relevant projects in conducting and managing research and assessments, particularly in quantitative research
  - The service provider should have a minimum of 2 (two) research projects in collaboration with national and sub-national governments.

- Demonstrated experience in questionnaire design, development and testing.
  - Demonstrated experience in research training and managing enumerators.
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:
- Bachelor's and/or Master's degree in Public Administration, Public Policy, Economics, Management, Statistic, International Development, Sociology, Social Welfare, Agriculture or a relevant field study under social & art cluster and natural & engineering cluster.
  - Having a minimum of 4 years of experience for master's degree or 8 years' experience for bachelor's degree in conducting research including quantitative research/survey and/or in providing expertise in statistic/economics/management.
  - Serves as a team leader/coordinator/senior researcher in managing at least 2 (two) research projects.
  - Have solid experience in project and/or research management in the area of public services, management and public policy.
- b. **Quantitative Researcher** (4 persons)
- Bachelor's and/or Master's degree in Public Administration, Public Policy, Economics, Management, Statistic, International Development, Sociology, Social Welfare, Agriculture, or a relevant field study under social & art cluster and natural & engineering cluster.
  - Having a minimum of 3 years of experience for master's degree or 6 years of experience for bachelor's degree in research including quantitative research/survey and/or in providing expertise in statistic/economics/management.
  - Demonstrated experience and expertise in designing, managing and analyzing data for multifaceted survey designs (such as stratified, clustered, multistage, disproportionate selection probabilities).
- c. **Mix-Method Researcher** (1 person)
- Bachelor's and/or Master's degree in Public Administration, Public Policy, Economics, Management, Statistic, international Development, Sociology, Social Welfare, Agriculture or a relevant field study under social & art cluster and natural & engineering cluster
  - Having a minimum of 3 years of experience for master's degree or 6 years of experience for bachelor's degree in conducting research both qualitative and quantitative research and/or in providing expertise in statistics/economics/public policy.
  - Demonstrated experience and expertise in designing, managing and analyzing data for multifaceted survey designs in quantitative research (such as stratified, clustered, multistage, disproportionate selection probabilities) and qualitative design (such as case study and narrative).

d. **Enumerator** (Minimum 20 persons)

- Bachelor's degree or last year university student in Public Administration, Public Policy, Public Management, Management, International Development, Sociology, Social Welfare, Agriculture, or a relevant field study under social & art cluster and natural & engineering cluster.
- Having minimum 1 years of experience in conducting data collection.

e. **Graphic Designer** (1 person)

- Bachelor's degree in Graphic Design, Animation, Public Administration, Public Policy, Management, Public Management, Development Management, International Development, Accounting, Agriculture, or a relevant field study under social & art cluster and natural & engineering cluster.
- Having minimum 3 years of experience in graphic design or illustration.

f. **Administrative Assistant** (2 persons)

- Bachelor's degree in Accounting, Management, Economics, Public Administration, International Development, Agriculture, public policy, engineering, or a relevant field study under social & art cluster and natural & engineering cluster.
- 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 research at national and sub-national level;
- Strong understanding of quantitative research particularly survey;
- Strong understanding of 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.

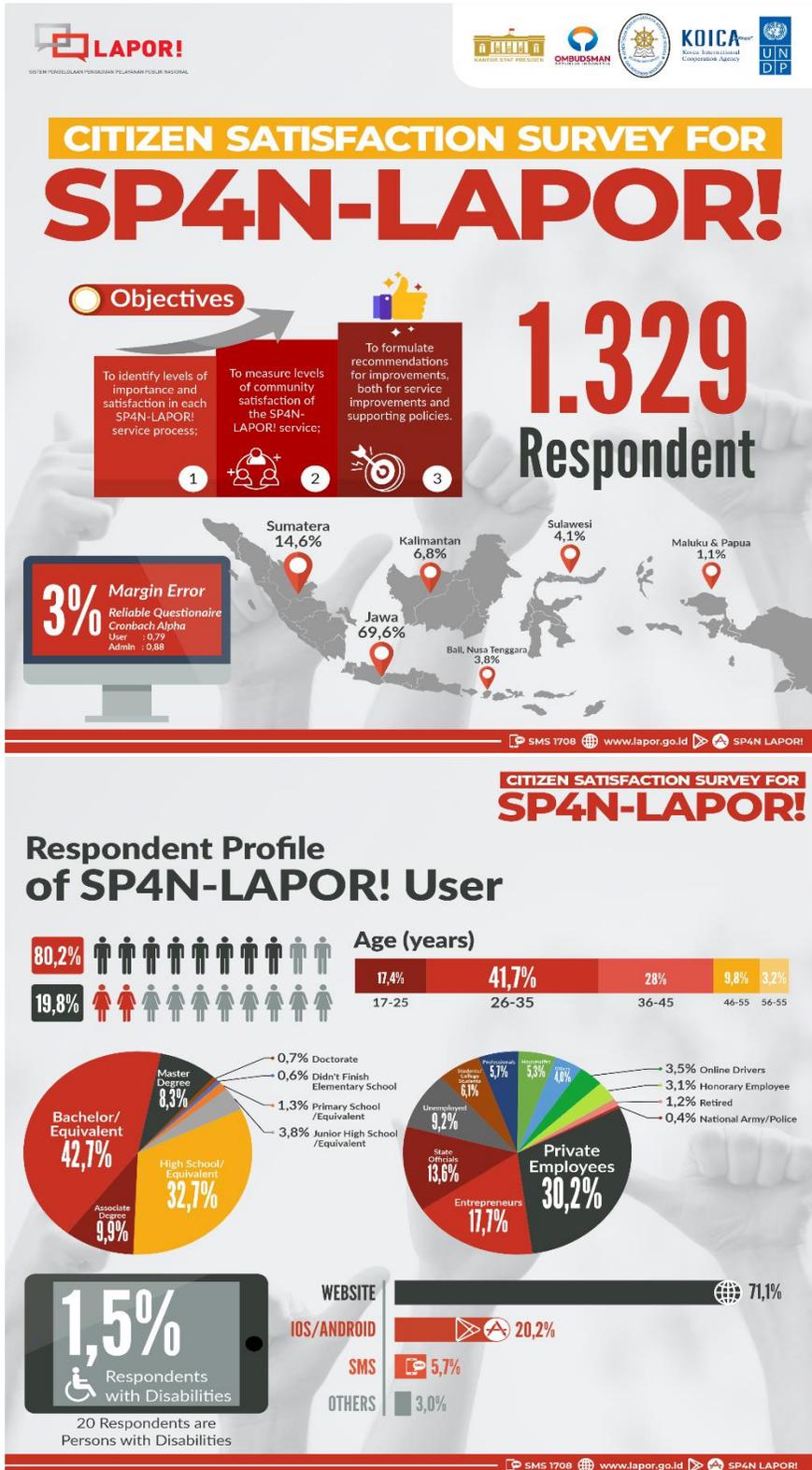
**L. Timeline**

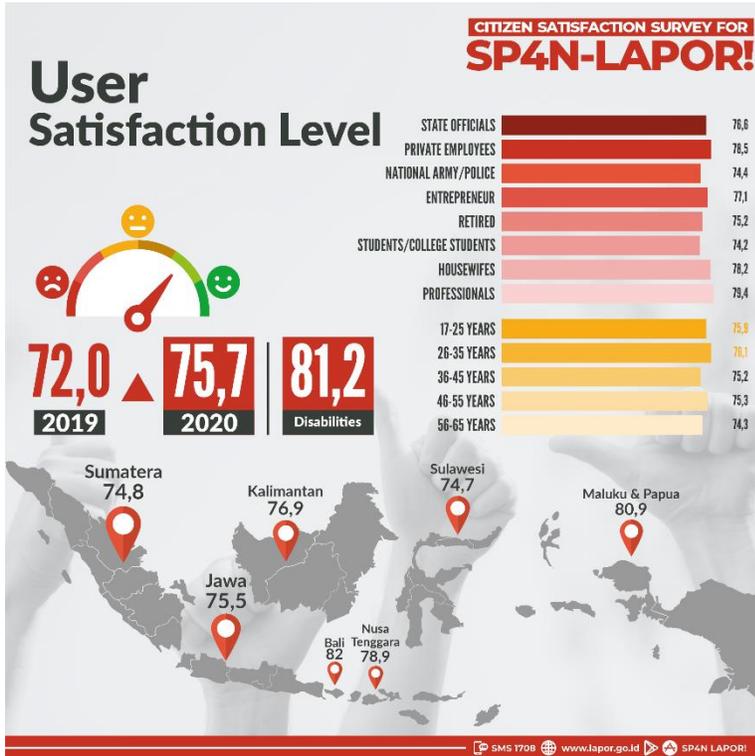
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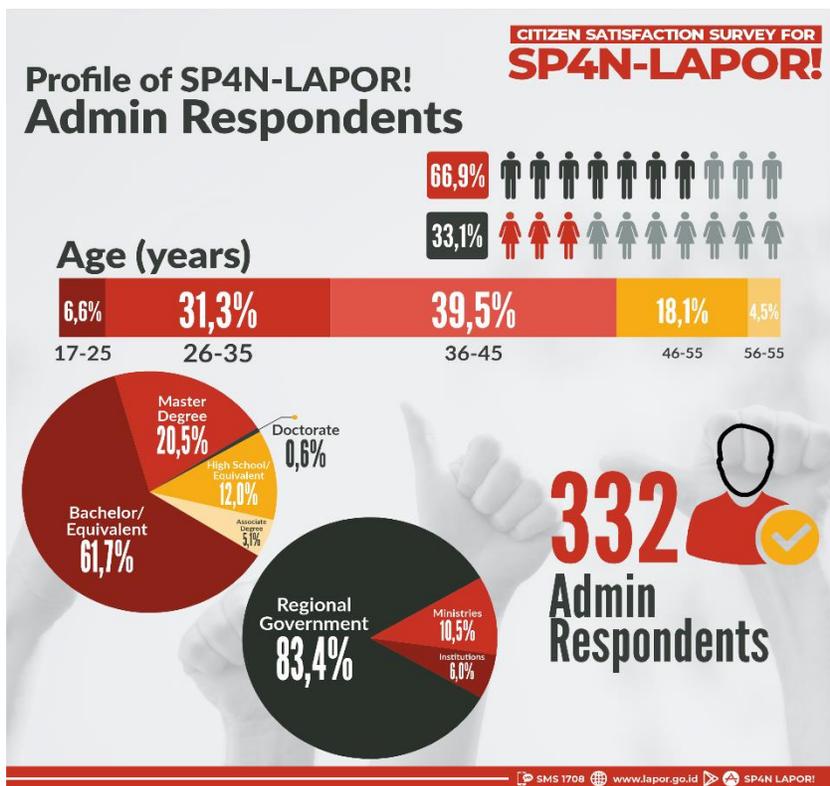
## **Attachment 1. List of Institutions/Resources who need to be involved**

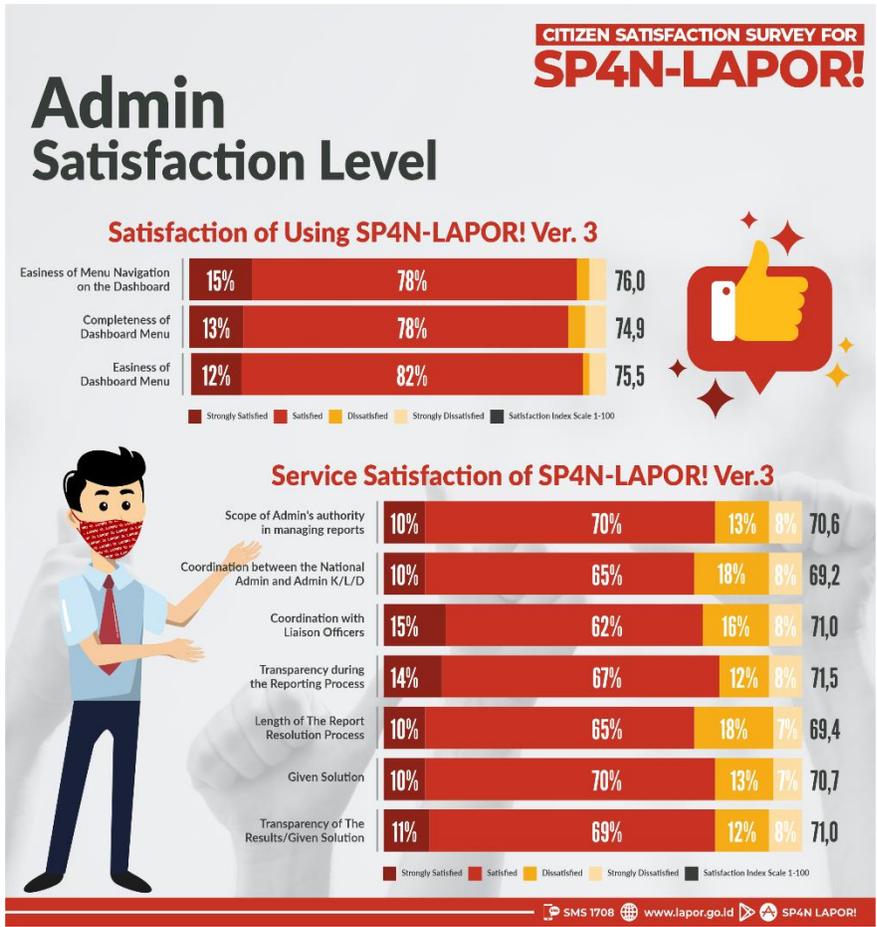
1. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia (KemenPAN-RB)
2. The Executive of President Office (KSP)
3. Ombudsman Republic of Indonesia (ORI)
4. Ministry of Home Affair (Kemdagri)
5. Ministry of Communication & Informatic (Kominfo)
6. Ministry of National and Development Planning (BAPPENAS)
7. Ministry of Women's Empowerment and Child Protection
8. USAID CEGAH
9. GIZ
10. Bali Provincial Government
11. Special Region of Yogyakarta Provincial Government
12. West Sumatera Provincial Government
13. Badung Regency
14. Sleman Regency
15. Tangerang Regency
16. Civil society organizations and activists representing women rights organizations and groups, PWDs, and youth

## Attachment 2: The infographics of 2020 citizen satisfaction survey for SP4N LAPOR!









CITIZEN SATISFACTION SURVEY FOR  
**SP4N-LAPOR!**

# Conclusion



In general, respondents are **SATISFIED** with SP4N-LAPOR! as a media for submitting reports and SP4N-LAPOR! in handling public complaints.

.This year's user satisfaction rate has **INCREASED** compared to last year's survey results (72). These is indicated by the average "satisfied" and "very satisfied" (top two boxes) of each attribute is higher than last year.

### The Lowest Satisfaction Index

The speed of response from related agencies to submitted reports.



### The Highest Satisfaction Index

Ease of registering and using SP4N-LAPOR! as well as guarantee the reporter confidentiality

- Admin accuracy SP4N-LAPOR! in determining the institution/agency that handles report
- Speed of response from related agencies to complaints submitted
- Speed in resolving reports

## IMPROVEMENT PRIORITIES BASED ON IPA (IMPORTANCE PERFORMANCE ANALYSIS)

