

TERMS OF REFERENCE

SOCIO-ECONOMIC SURVEY- LONG TERM AGREEMENT

UNITED NATIONS COUNTRY TEAM IN TRINIDAD AND TOBAGO

1. Introduction / Background

The Resident Coordinator's Office (RCO) is supporting the carrying out of a survey designed by the Central Statistical Office (CSO) of the Republic of Trinidad and Tobago. The CSO and the Government of the Republic of Trinidad and Tobago seek to gauge the socio-economic impact of COVID19, a task that is difficult to operationalize using traditional methods given current pandemic conditions. The need for data on the socioeconomic impact of COVID19 exists both within the Government and the United Nations Country Team (UNCT). It would allow to identify intervention areas and assist in the design, development and implementation of relevant projects. It would also lead to an alignment of data between the Government and development partners in this key area and create space for greater evidence-based cooperation and collaboration. While Trinidad and Tobago's response to the pandemic has been recognized and praised internationally, additional data will strengthen future policies as the country and the world adjust to the new normal.

The survey seeks to reach a wide cross-section of the population of Trinidad and Tobago. It requires an innovative approach to collecting data, namely the use of online or cellular surveys which allow for large scale participation without exposing surveyors or respondents to exposure to COVID19. A survey of this scale requires logistical and technical assistance from proven service providers with access to large databases, the ability to conduct extensive outreach and secure a high number of survey responses. The successful service provider will also be tasked with assisting the CSO with adapting the survey for digital distribution, ensuring equitable sampling across geographical areas, gender and age; and providing cloud storage and raw datasets for CSO to develop a report on. The report is expected to play a key role in the development of future interventions to deal with the socioeconomic impact of COVID19.

The RCO is supporting this endeavor in order to ensure alignment between the data used by the Government and the UNCT. The UNCT Socioeconomic Response Plan (SERP) to COVID19 that was developed in 2020 and implementing agencies, funds and programmes will also benefit from the survey in terms of valuable data for regular monitoring, reporting and tweaking of activities. The United Nations have a long-standing relationship with the CSO and this engagement is a deepening of that strategic partnership.

The survey is due to take place up to three times between October 2021 and December 2022.

The United Nations RCO is seeking to contract a service provider to carry out the proposed surveys. The selected service provider's Long-Term Agreement will be to produce a maximum of three surveys from the start of the contract date until 31 December 2022. Beyond the confirmed first survey, the United Nations Resident Coordinators Office will agree with other relevant stakeholders on further surveys and notify the service provider accordingly. The final value of the contract will be determined by the number of surveys carried out by 31 December 2022.

2. Duties and Responsibilities

The selected service provider will ensure the following:

- i. Adapt the CSO survey for online/cellular use
- ii. Distribute the survey to its database of subscribers/clients/users. Send notifications and reminders during the survey period to increase response rate;
- iii. Create and implement an outreach campaign across different media platforms.
- iv. Monitor response rate to ensure equitable distribution by geographic location, gender and age;
- v. Provide cloud storage for survey responses and provide raw datasets to CSO for analysis.
- vi. Prepare a final report on response figures and distribution.

The CSO will provide the survey and will have a final say on any changes and adjustments that may be necessary to carry it out. The UNCT through the RCO will provide additional outreach as required and support the service provider and the CSO with any logistical and/or technical support that can be provided by agencies, funds and programmes in Trinidad and Tobago and the wider region

3. Deliverables

SURVEY #1

Deliverable	Details	Timeline	Payment Terms
1. Adapting and	- Adapting the CSO survey to a format that allows	October 2021	40%

Advertising the Survey	<p>dissemination via cellphone and/or email.</p> <ul style="list-style-type: none"> - Notification of database users across various platforms at weekly intervals. - Advertising of survey on various social media and digital platforms. 		
2. Data Collection Survey	<ul style="list-style-type: none"> - Provide updates on number of survey responses. - Provide storage for responses. - Provide raw datasets of all responses. - Prepare a report on responses based on geographic location, age and gender. 	After survey ends.	60%
SURVEY # 2- IF REQUIRED			
3. Adapting and Advertising the Survey (if required)	<ul style="list-style-type: none"> - Adapting the CSO survey to a format that allows dissemination via cellphone and/or email. - Notification of database users across various platforms at weekly intervals. - Advertising of survey on various social media and digital platforms 	May/June 2022	40%

4. Data Collection Survey	<ul style="list-style-type: none"> - Provide updates on number of survey responses. - Provide storage for responses. - Provide raw datasets of all responses. - Prepare a report on responses based on geographic location, age and gender. 	May/June 2022	60%
SURVEY #3-IF REQUIRED			
5. Adapting and Advertising Survey	<ul style="list-style-type: none"> - Adapting the CSO survey to a format that allows dissemination via cellphone and/or email. - Notification of database users across various platforms at weekly intervals. - Advertising of survey on various social media and digital platforms 	November/December 2022	40%
6.Data Collection Survey	<ul style="list-style-type: none"> - Provide updates on number of survey responses. - Provide storage for responses. - Provide raw datasets of all responses. - Prepare a report on responses based on geographic location, age and gender. 	November/December 2022	60%
Total			100%

Bids are to be submitted indicating the cost of an individual survey. Only the first survey is guaranteed while the follow up surveys are pending. The cost of the first survey, which is to be detailed out in the bid, will be replicated for the subsequent surveys. Bidders are advised to note any potential costs that apply for the first survey but may not for the subsequent ones.

4.Competencies and experiences of the service provider

- At least 15 years of experience in various aspects of polling, data collection and outreach across different media platforms;
- Access to large databases for sampling and dissemination purposes;
- Extensive previous experience in conducting large sample surveys using innovative approaches and technology;
- Proven ability to design, develop and implement successful outreach campaigns and motivate high survey turnout;
- Ability to effectively communicate with the media across different platforms;
- Demonstrated clientele of local, regional and international clients will be an asset.

5. Qualifications

- **Project Lead/s**
 - Degree or diploma in a related field (Communications, Entertainment Management, Business Management etc.);
 - A minimum of 15 years of experience in surveys and data collections and storage;
 - Ability to work independently with multiple stakeholders;
 - Practical and proven experience in managing in the virtual landscape, multi-tasking and communication; and
 - Fluency in English.
- **Assistant(s)**
 - Relevant University degree or diploma (Communications, Business Management etc.)
 - At least 10 years of experience in digital media, surveys, data collection and/or storage.
 - Proven experience in working with multiple stakeholders and multitasking.
 - Fluency in English

6. Call-Off Mechanism

A Long-Term Agreement (LTA) is a written agreement between UNDP and a supplier that is established for specific goods or services at prescribed prices or pricing provisions for a defined period of time against which specific Orders (call-offs) can be placed at any time, during the defined period and with no legal obligation to order any minimum or maximum quantity.

Whenever a need arises, UNDP on behalf of UNRCO will invite the respective LTA holder through an email requesting confirmation of the availability to provide survey, four weeks prior to the issuance of the survey. Upon confirmation from the LTA holder of the ability to offer the required services, considering completion time, availability, accessibility to the required multidisciplinary team, price, etc. The LTA holder shall use the price agreed in the LTA. The UNDP will issue a Purchase Order, as instrument for signaling and executing call-offs. The Purchase Order must be sent and accepted by the LTA holder.

UNRCO reserves the right to review the billing and reports submitted by the LTA holder to ensure the quality of the services provided and the competitiveness of their price.

7. Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	50
2.	Proposed Implementation Plan	25
3.	Management Structure and Key Personnel	25
	Total	100

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	10

1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	20
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country	20
Total Section 1		50

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	15
2.2	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	5
2.3	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	5
Total Section 2		25

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?	5
3.2	Qualifications of key personnel proposed	
3.2 a	Project Lead/s	12
	- Diploma/Certificate in Media Communications or related field	2
	-A minimum of 15 years of experience in surveys and data collections and storage;	6

	- Practical and proven experience in managing in the virtual landscape, multi-tasking and communication	3
	-Fluency in English	1
3.2b	Assistant(s)	8
	- Diploma/Certificate in Media Communications or related field	2
	-At least 10 years of experience in digital media, surveys, data collection and/or storage	5
	-Proven experience in working with multiple stakeholders and multitasking.	2
	-Fluency in English	1
Total Section 3		25