

## Minutes of Pre-Bid Meeting for UNDP-RFP-2021-380 WASH Survey final

Date & time: 2<sup>nd</sup> Nov 2021, 2:00 PM

### Participants:

- 1) Waqar Akber Malik- Senior Town Planner, NESPAK
- 2) Zain- Program Associate, FINCON SERVICES
- 3) Saad-Ur-Rehman- Engineer (Water), AI Engineers
- 4) Muhammad Arif- Assistant Manager Business Development, ECI (Pvt.) Limited, Islamabad
- 5) Kashif Jahangir- Business Development Coordinator, SYSMATIXX
- 6) Sardar Mohkim Khan- Head of Business Development, Venture-Dive
- 7) Irfan Goraya- Director, Quantum Zone of Knowledge
- 8) Bilal Zafar- Assistant Manager, EY Ford Rhodes
- 9) Nasir Ayub- Managing Director, Spectra Engineering Solutions (Pvt.) Ltd
- 10) Dilshad Ikram Chishti- Manager Business Development, CATCOS Private Limited
- 11) Danish Baloach - Manager Program Development from Management and Development Centre Private Limited
- 12) Fahad Aziz- Sector Specialist Plan Translation
- 13) Noor ur Rehman- Procurement Assistant MAGP UNDP
- 14) Haroon Gul-Procurement Assistant UNDP

Below are questions asked by the participating firms and answers provided by the UNDP team.

### **Question-1) What are dictator games, please elaborate?**

**Answer:** Dictator games are a useful experimental instrument, which are being used at least since Kahneman et al. (1986). It is an economic game that is designed to question the standard economic assumption that individuals will act solely out of self-interest. This is done by presenting real-life data of otherwise rational individuals acting in a manner that runs counter to the predictions of economic assumptions. These games provide opportunity to the respondent to distribute funds between themselves and another entity. The Baseline survey questionnaire will include 3-5 Dictator game questions (MCQS) at the end of the survey. For answering the dictator games questions, the respondent will be awarded in the form of mobile balance transfers to numbers of their choice.

### **Question-2) For Dictator games, does the firms have to transfer mobile balance to the respondent per each question answered or transfer the lump sum amount at the end of the survey?**

**Answer:** Yes mobile balance transfers will be made to respondents on real time basis upon answering of each question. **This cost will be paid by UNDP to the firm for onward transfer to respondents and shouldn't be included in the financial proposal of the firm.** These balance transfers will be made in real time based on the choice of the respondent. The purpose of these real time transfers is to ensure trust level and participation of the respondents till completion of the baseline & end line survey.

### **Question-3) How does the funds transfer work separately for 1- questionnaire to be filled/completed by the respondent & 2- Dictator games questions answered by the respondent?**

**Answer:** The funds transfer modality would be as:

- 1- For questionnaire each respondent will be paid through balance transfer upon completion of the questionnaire
- 2- For Dictator games balance would be transferred in real time for each question answered

These transfers to respondents will be made in the form of Mobile balance to numbers of their choice & bank transfers to allocated accounts for Health dept.

**Question-4) Elaborate community interactive games.**

**Answer:** Community interactive games will be conducted at community level via conference call. 5 participants would be part of the conference call and each participant will have PKR-400 at their disposal to utilize as per their understanding.

**Question-5) For Monitoring purpose does UNDP need to have access to the firms' live server to listen to live survey calls?**

**Answer:** The firm must provide UNDP with access/link to live server for calls conducted with respondents. This will enable UNDP to remotely monitor and listen to the live calls without interacting with the respondent.

**Question-6) Workplace mentioned in the RFP is Peshawar. Is it mandatory that the telephonic calls be made from a station established in Peshawar only?**

**Answer:** Since this is a telephonic survey and can be conducted from anywhere, the firm only must provide remote access to UNDP to video links and monitor live calls.

**Question-7) For enrollment of participants, Robo calls will be generated, how will the firms ensure consent of participants for the survey?**

**Answer:** The generated Robo call must have a brief introduction of the survey to be conducted and an option for consent (Yes/No) of the participant to participate in the survey. The initial consent to participate in the survey will be followed by a detailed consent via recorded call during the baseline survey. The consent will also include willingness of the participant to record the call especially females.

**Question-8) For participants enrollment, is there any male/female ratio and is qualification mandatory for participants?**

**Answer:** There is no criteria ascertained for qualification. However maximum number of females should be included to ensure gender balance, ideally 50%. The Lower limit for female participation is 10%.

**Question-9) How would the Baseline and end line survey be conducted? Through mobile app, android app or telephonic survey?**

**Answer:** The firm can develop or use an existing software that should have the questionnaire, dialing options, calls record facility and answers are punched into the same software and dataset generated for analysis.

**Question-10) Questionnaire for Dictator games & community engagement survey, will these be detailed or MCQS type questions? How do the firms record the answers to these questions? Who will design these questions?**

**Answer:** These would be MCQS type questions to be provided by UNDP. The filled questionnaire will be stored in the database and calls recorded saved with the respondent data for record and to be furnished upon inquiry by UNDP.

The Questionnaire will be provided by UNDP in word format and the firm will incorporate these into their software with the same sequence.

**Question-11) Android application designer is mentioned in project team organization, what is the purpose?**

**Answer:** It's the firm choice to make the kind of software but the idea is that the data can be stored on a server and provided in the form of dataset for monitoring & analysis.

**Question-12) Does UNDP need access to live survey calls for monitoring or access to recorded calls data on the server?**

**Answer:** UNDP should have access to live calls anytime during the survey. Also the same calls data will be recorded and provided for validation of survey dataset provided by the firm.

**Question-13) Does UNDP need to have multiple lines provided by the firm to monitor live calls?**

**Answer:** The firm can provide one line for this purpose.

**Question-14) What if a call is disconnected during the survey?**

**Answer:** The respondent must be called again to complete the survey from the point it was disconnected. This can be repeated for a number of 5 calls per respondent threshold set forth.

**Question-15) As per RFP the firm must provide CVs for resources. What if a resource is dropped at a particular time?**

**Answer:** The resource should be available for the whole process provided in written. Evaluation scores are assigned based on their technical expertise.

The firm can provide new CV as replacement before initiation of the survey. The resource should remain the same for both base line & end line surveys.

**Question-16) Please elaborate, “MAGP will institute additional data collection as well, if needed keeping the baseline trends. These options will be performed by MAGP District level resources”.**

**Answer:** If needed MAGP will collect data additional to dictator games. In this regard MAGP will request the firm only to facilitate with providing database of the respondents.

**Question-17) Please elaborate, “This cost will be paid by UNDP to the firm for onward transfer to respondents and shouldn’t be included in the financial proposal of the firm”.**

**Answer:** The incentives to respondents for dictator games & survey questionnaire will be paid by UNDP and the firm should not include this cost in their financial proposal.

**Question-18) Please elaborate, “The consulting firm/ organization/ company will provide one full-time technical expert as a Team Lead and one Survey Expert as team member”.**

**Answer:** These positions are required full time for coordination with UNDP.

**Question-19) The positions/designations mentioned in project team management page-31 and key personnel as per Form-3 Technical proposal evaluation do not co relate and are different. Please clarify.**

**Answer:** The firm’s evaluation will be conducted based on the resources mentioned in Form-3 for technical proposal. As for team management on page-31 these are proposed resources a firm can have at the backend to facilitate the software development and maintenance.

**Question-20). Why is robocalls the suitable method for respondents’ recruitment? Does an evidence exist certifying it to be a successful method for the purpose of recruitment? Can we propose an alternate method for the recruitment or is it non-negotiable?**

**Answer:** In the robocall, we can communicate the purpose of the survey plus details of the consent as well. Our past experiences showed the robocall is a more productive method for respondent recruitment/enrollment.

There are two other methods one is a Text message and the other is a direct call.

i) In the message, there is a limitation of text. so to communicate details of the survey and of the consent, we will be needing multiple messages and second people avoid reading messages.

ii) Direct calls are costly and time-consuming.

**Question-21) Would UNDP provide a database for the respondents in merged areas, or is it the responsibility of the vendor to procure it?**

**Answer:** It would be the responsibility of the Vendor to get access to the database of Active Cell Number in Merged Areas through all four Cell Services Providers to broadcast the robocalls.

**Question-22) What are dictator games, please elaborate? Are dictator games a part of baseline survey tool? If so, how will we pick and choose the 800 respondents from the 2000 respondents being surveyed?**

**Answer:** Dictator Game: To determine revealed preference outcomes for the Robocalls campaigns. For this purpose, before and after the robocall experiments, the respondent will be presented with a typical dictator game. In such a game, the respondent is allocated a lump-sum amount and makes a choice of distributing the allocated amount between him/herself and another individual. The reason for doing this is to determine whether there are any significant differences in altruism between treated and control groups and to control for these differences in the empirical methods.

Dictator Game Questions will be part of the baseline and end-line questionnaire.

Once the participant list is provided by the vendor before the baseline, the 800 will be randomly selected/identified through the random selection function of excel. This will be done by the UNDP.

**Question-23) How will community interaction games be held? Will they be held face to face or in person?**

**Answer:** The community interactive game will be held through a conference call and the WhatsApp groups option is also under consideration. it depends on trends observed in the dictator game.

**Question-24) What will be the basis for selection of community interaction games' respondents? Who will these 500 people be, baseline respondents? What will be the order of the interventions? Robocalls community interaction games, or vice versa?**

**Answer:** It will be a Random Selection, as this is a longitudinal study so throughout the study respondents remain the same. yes, these will be among the Baseline Survey Respondents. In WASH Water Conservation Survey, the Robocall will be made for four weeks, one message per week after the completion of the Robocalls experiment, Community Interactive Game will administer within 2 weeks' time.

**Question-25) 200 PKR payment for responding to survey: Is it inclusive or exclusive of current taxes levied?**

**Answer:** PKR-200 would be the net amount transferred to the respondent of the survey.

**Question-26) Is the 200 PKR payment for both pre & post surveys? Or is it 200 PKR for pre and 200 PKR for post, totaling 400 PKR?**

**Answer:** It is PKR-200 for each pre & post surveys, a total of PKR-400.

**Question-27) Enrollment into study: Is the consent to being surveyed considered enrollment or does that have to be done separately?**

**Answer:** Consent for enrollment is through robocall and consent for the questionnaire is to be asked by the enumerator.

**Question-28) How are the 800 respondents for the dictator game being selected from the 2000 survey respondents?**

**Answer:** These 800 respondents will be selected randomly by the UNDP Team.

**Question-29) Clarify what is meant by point (4) on Page 29 & 30?**

**Answer:** Water Conservation End-line Survey will be conducted with 2000 respondents – with embedded Dictator Game.

**Question-30) What is the Community Interaction Game? Is the firm responsible for designing it?**

**Answer:** This a conference call with five respondents. Good Ideas by the proposing firms are welcomed.

**Question-31) Who is responsible for content creation and selection of voice artists for Robocalls? Will the firm be required to create the content and select the voice artist?**

**Answer:** UNDP will provide the Recorded Content.

**Question-32) In the datasheet on Pg 26, the 4 CVs required for Survey Software Engineer, are they the same as the Deployment Engineer and/or Application Designer as described on pg 31-32?**

**Answer:** Yes, 4 CVs are required; 2 CVs for Baseline, Robocall & end-line Wash health & hygiene and 2 CVs for Wash Water conservation survey. The firm's evaluation will be conducted based on the resources mentioned in Form-3 for technical proposal. As for team management on page-31 these are proposed resources a firm can have at the backend to facilitate the software development and maintenance.

**Question-33) There is no evaluation criteria present for Team Lead on Pag 26. Does this mean we do not have to submit a CV for Team Lead?**

**Answer:** There is no evaluation criteria set for Team Lead as per RFP but it will better for the firm to provide CV.

**Question-34) Do ongoing projects qualify as "previous experience"?**

**Answer:** Yes the ongoing projects may be considered in case they meet the criteria of 2 years of relevant experience.

**Question-35) Only 3 projects in all need to be submitted for previous projects which would encompass the criteria for points 1.2 and 1.4 of Data Sheet (pg 24).**

**Answer:** Yes points 1.2 & 1.4 could be encompassed if projects submitted are relevant & completed supported by completions certificates/satisfactory performances.

## Clarification on the Section 4 Evaluation Criteria

### REF# UNDP-RFP-2021-380 WASH Survey

**Additional scores for technical evaluation criteria FORM 1:** This part is related to the clarification regarding the scores of the technical evaluation criteria FORM 1 (**Expertise of firm/ organization submitting proposal**). There was a missing score of 30 in the total of FORM 1. Hence that additional criteria has been added. The technical evaluation will include below mentioned criteria as well.

Technical Proposal Evaluation Form I		Points Obtainable
<b>Expertise of firm/ organization submitting proposal</b>		
	Has the firm developed a funds transfer mechanism in real time basis upon the choice of the respondent. E.g. Transfer of Credit/ mobile balance to the respondent, or bank transfers to allocated accounts for Govt. beneficiary e.g. health dept. or any other means of incentives offered to the respondents in an online survey.  Please elaborate the strategy deployed. <b>30 Marks</b>	30

**Complete updated evaluation criteria form 1 is mentioned below for ease of reference:**

Technical Proposal Evaluation Form I		Points Obtainable
<b>Expertise of firm/ organization submitting proposal</b>		
1.1	Details of facilities and resources (offices, employees, linkages), and length of overall experience in quantitative research.  2 years of relevant experience: 30marks  More than two years: 35 Marks	35
1.2	A summarized, 3-page corporate profile, including organogram and detailed profiles of permanent senior management staff (at least 3), details of facilities and resources (offices, employees, linkages), and length of overall experience in quantitative research.  Relevant corporate profile: 10 Marks  Details of senior management along with detailed CVs: 10 marks  Resources to execute the assignment: 5 marks	25
1.2	At least 2 years of demonstrated experience in the following areas:  1- Distance / Telephonic Surveys. (15 Marks)  2- Robocall campaign, and technology-based data collection. (15 Marks)  3- Design custom software according to the survey needs. (15 Marks)	45

	Share relevant contracts as evidence	
1.4	Working experience with <b>any 2</b> ; Academia, Government, Development Organizations, INGO, UN Agencies, and Donors. (15 Marks)  3 Jobs completion certificate / satisfactory performance/ reference letters must be attached. (15 marks: 5marks each)	30
1.5	Organizational Commitment to Sustainability: <ul style="list-style-type: none"> <li>Organization is compliant with ISO 14001 or ISO 14064 or equivalent. (2.5 marks)</li> <li>Organization is a member of the UN Global Compact. (2.5 marks)</li> </ul> Organization demonstrates significant commitment to sustainability through some other means- (5 Marks), for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues.	10
1.6	Has the firm developed a funds transfer mechanism in real time basis upon the choice of the respondent. e.g. Transfer of Credit/ mobile balance to the respondent, or bank transfers to allocated accounts for Govt. beneficiary e.g. health dept. or any other means of incentives offered to the respondents in an online survey.  Please elaborate the strategy deployed in past. Share contract as evidence. <b>30 Marks</b>	30
	<b>Total score</b>	<b>175</b>

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