



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: June 14, 2022
	REFERENCE: UNDP-RFP-2022-119 – (Re-advertised)

Dear Sir / Madam:

We kindly request you to submit your Proposal for “**Hiring of a Firm for Conducting Citizen Consultation Surveys via Interactive Robocalls**” Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Your proposal should be submitted through e-Tendering online system by or before the **deadline of Tuesday, 29th June 2022 03:00 PM Pakistan Standard Time OR 06:00 AM EDT** indicated in <https://etendering.partneragencies.org>.

Detailed instructions on how to register, submit, modify or cancel a bid in the e-Tendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders>

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days.

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on “Accept Invitation” button no later than **24th June 2022 [12:30 PM Pakistan Standard Time OR 3:30 AM EDT]**. This will enable you to receive amendments or updates to the RFP.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it is submitted through the e-Tendering system on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If there is requirement of any clarification related to this RFP, kindly send queries to pakistan.procurement.info@undp.org.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP’s re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors

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shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 4.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>


UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link: http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

"For"


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14 Jun-2022

Knut Otsby
Resident Representative -UNDP Pakistan

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Annex 1**Description of Requirements**

Context of the Requirement	Hiring of a Firm for Conducting Citizen Consultation Surveys via Interactive Robocalls
Brief Description of the Required Services	<p>The Merged Areas Governance Project (MAGP) is a technical assistance project supporting the Provincial Government in transforming the lives of the people of erstwhile FATA through integration with Khyber Pakhtunkhwa (KP), the extension of civilian governance institutions, and socio-economic development. MAGP aims to identify opportunities for transformative development through innovative approaches that effectively respond to the complexity of the context.</p> <p>As part of its efforts to promote data-driven decision making and keeping citizen feedback and development needs at the center of intervention designs for Accelerated Implementation Programme II (AIP -II), MAGP conducted district consultations from February 2022- March 2022. These consultations gathered feedback from different stakeholders at district level by incorporating their suggestions and proposals to ensure that the subsequent development interventions in AIP II reflect their aspirations and correspond to ground realities at local level.</p> <p>Over the course of 25 district consultations, feedback was collected from various stakeholders, including local leaders, political leaders, academics, representatives of the business community and of government departments. While these consultations aided in highlighting general sentiments regarding AIP 1 implementation and expectations from future interventions, certain marginalized groups – especially women, youth and the disabled – were not able to participate in these sessions.</p> <p>In order to ensure that voices of all major stakeholders, including women and youth, are heard, at the request of the GoKP, MAGP is planning to carry out an augmentation of these district consultations by conducting surveys via interactive Robocalls. The format and questionnaire design of these Robocalls would help the GoKP in receiving a broader range of the public feedback on AIP I, along with identifying challenges faced and specific development needs of marginalized groups, which could inform into special, customised intervention packages for each district as part of AIP II.</p> <p>Objectives of Assignment:</p> <p>This Robocall survey seeks to achieve the following objectives:</p> <ol style="list-style-type: none"> 1. The surveys will provide insights into Merged Areas citizenry's feedback on AIP 1 and highlight specific developmental priorities of different underrepresented groups (women, youth, disabled, trans community etc) 2. Gather demographic data for all respondents for mapping developmental priorities for different age groups/ tehsils/ gender <p>Identify specific development priorities across six key sectors and elicit public investment preferences under budget constraint</p>

List and Description of Expected Outputs to be Delivered	<p>Scope of Work</p> <p>There are six surveys, with one to be administered to each cohort of 2000 people for a specific sector. The questionnaire would involve 2 parts; the first part would involve an interactive section between the respondent and surveyor, whereas the second part would involve automated questions for the respondent.</p> <p>Citizen Perception Survey</p> <p>Total number of respondents in this section is 12,000.</p> <p>This sample would be divided amongst 6 key sectors, each getting 2000 respondents.</p> <ol style="list-style-type: none"> 1. The first, interactive part of the survey would involve collection of basic demographic data (age, gender, tehsil) 2. The surveyor would then direct the respondent to a series of sector specific automated questions. <p>There are 6 sectors in total. Total sample size of 12000 would be divided amongst them (2000 each).</p>
Person to Supervise the Work/Performance of the Service Provider	Under the overall supervision of the MAGP Program Manager, the team will be reporting to Lead Economic Advisor, MAGP, UNDP.
Frequency of Reporting	<i>Maintain regular contact with the project focal person providing update of the progress. As per the deliverables timelines and immediately reporting for the problems arise in the implementation.</i>
Progress Reporting Requirements	Deliverables based – Deliverables given in TORs.
Location of work	<input checked="" type="checkbox"/> The consultant firm/organization/company/institution will be required to ensure close liaison with the project team. The survey is to be completed remotely through robocalls in the Merged districts.
Expected duration of work	Total duration of the assignment will be 30 working days spread over 1.5 months.
Target start date	July 2022 (tentative)
Latest completion date	End August 2022 (tentative)
Travels Expected	This assignment is to be carried out in the Merged District of KP remotely through robocalls.
Special Security Requirements	Note: UNDP will not be liable to provide the security to the selected firm and it is the responsibility of the selected firm to arrange the security of its employees.
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Not Applicable
Implementation Schedule indicating breakdown and timing of	<input checked="" type="checkbox"/> Required

activities/sub-activities																									
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"/> Local Currency [PAK RUPEES]																								
Value Added Tax on Price Proposal	<p><input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (the invoice submitted should indicate the price and tax portion separately).</p> <p>Further, United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure. However, this clause is not applicable to the direct taxes including income tax of the team/consultants hired by the firm for the task. For that, the rule of law is applicable and direct taxes will be responsibility of the firm and must not be added in the proposal.</p>																								
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<p><input checked="" type="checkbox"/> 90 days</p> <p>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.</p>																								
Partial Quotes	<input checked="" type="checkbox"/> Not permitted																								
Payment Terms	<p>Deliverables and Payment Schedule</p> <table border="1"> <thead> <tr> <th>Sr. #</th><th>Activity</th><th>Deliverables</th><th>Payment (%)</th><th>Timeline</th><th>Review /approvals Required</th></tr> </thead> <tbody> <tr> <td>1</td><td>Pilot test of Questionnaires</td><td>System generated dataset of the Pilot test for 2% of total sample size</td><td>20%</td><td>July 2022</td><td>Program Manager/ LEA</td></tr> <tr> <td>2</td><td>Interactive Robo Call Survey</td><td>System generated details of the interactive robo calls log all full sample size.</td><td>60%</td><td>Aug 2022</td><td>Program Manager/ LEA</td></tr> <tr> <td>3</td><td>Survey Report</td><td>Written report of survey findings with data sets provided for analysis</td><td>20%</td><td>Aug 2022</td><td>Program Manager/ LEA</td></tr> </tbody> </table>	Sr. #	Activity	Deliverables	Payment (%)	Timeline	Review /approvals Required	1	Pilot test of Questionnaires	System generated dataset of the Pilot test for 2% of total sample size	20%	July 2022	Program Manager/ LEA	2	Interactive Robo Call Survey	System generated details of the interactive robo calls log all full sample size.	60%	Aug 2022	Program Manager/ LEA	3	Survey Report	Written report of survey findings with data sets provided for analysis	20%	Aug 2022	Program Manager/ LEA
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Under the overall supervision of the MAGP Program Manager, the team will be reporting to Lead Economic Advisor, MAGP. The deliverables will be finally reviewed and endorsed by Lead Economic Advisor and Programme Manager.																												
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Professional Services																												
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) Where the minimum passing score of technical proposal is 70%. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.																												
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm (Firm/organization/company eligibility and qualifications with Compliance to technology Stack) 25% with 175 Marks out of 700 <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 50% with 350 marks out of 700 <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25% with 175 marks out of 700 <p><u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. (Financial Score= (Lowest Offer/Offer*100))</p> <table border="1"> <thead> <tr> <th>S.No.</th><th>Technical and Financial Criteria Summary</th><th></th><th>Score</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Expertise and past experience of the firm submitting proposal</td><td>25%</td><td>175</td></tr> <tr> <td>2.</td><td>Proposed Methodology, Approach and Implementation Plan</td><td>50%</td><td>350</td></tr> <tr> <td>3.</td><td>Management Structure and Key Personnel</td><td>25%</td><td>175</td></tr> <tr> <td></td><td>Total (Technical)</td><td></td><td>700</td></tr> <tr> <td>4</td><td>Financial</td><td></td><td>300</td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Technical Proposal Evaluation Form I</th><th>Points Obtainable</th></tr> </thead> <tbody> <tr> <td>Expertise of firm/ organization submitting proposal</td><td></td></tr> </tbody> </table>	S.No.	Technical and Financial Criteria Summary		Score	1.	Expertise and past experience of the firm submitting proposal	25%	175	2.	Proposed Methodology, Approach and Implementation Plan	50%	350	3.	Management Structure and Key Personnel	25%	175		Total (Technical)		700	4	Financial		300	Technical Proposal Evaluation Form I	Points Obtainable	Expertise of firm/ organization submitting proposal	
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	1.1	Details of facilities and resources (offices, employees, linkages), and length of overall experience in quantitative research. 2 years of relevant experience: 30 marks More than two years: 35 Marks	35
	1.2	A summarized, 15-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: 15 Marks Details of senior management along with detailed CVs: 10 marks Resources to execute the assignment: 10 marks	35
	1.3	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) Share relevant contracts as evidence to claim marks as mentioned above.	45
	1.4	Working experience with any 2 ; Academia, Government, Development Organizations, INGO, UN Agencies, and Donors. (25 Marks)	25
	1.5	3 Jobs completion certificate / satisfactory performance/ reference letters must be attached. (25 marks: 8.33 marks each)	25
	1.6	Organizational Commitment to Sustainability: <ul style="list-style-type: none"> Organization is compliant with ISO 14001 or ISO 14064 or equivalent. (2.5 marks) Organization is a member of the UN Global Compact. (2.5 marks) 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
		Total score	175
	Form 2		

Technical Proposal Evaluation		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the proposer understand the intended task (Conducting a telephonic and software based survey); the objectives, the deliverables, and intended activities within which the assignment is ought to be carried out? Have the important aspects of the task been addressed in enough detail?	100
2.2	Is the Implementation methodology for the assignment well defined and does it correspond to the TORs?	50
2.3	Work plan with clear timelines (week-wise) for producing each deliverable, specifying which activities would be run in parallel and why. This workplan must confirm to a timeline beginning with signing of contract and submission of deliverables.	40
2.4	Sample Implementation & Field Deployment Plan (Implementation and field deployment plans along with HR requirements and timelines)	30
2.5	Pretesting methodology, report and finalized questionnaire	50
2.6	Survey Datasets and Reports	40
2.7	Inhouse capacity of data base and software development	40
Total		350
Form 3		
Technical Proposal Evaluation		Points Obtainable
Key Personnel		
3.1	Survey Coordinator/Quality Assurance(1 CVs required)	

		Education-Master's degree in social science (Anthropology, Archaeology, Economics, Geography, History, Law, Linguistics, Politics, Psychology, and Sociology)	35
		Minimum Experience- 3 years'	20
	3.2	Survey Software Engineer(2 CVs required)	
		Education- Bachelor's degree in relevant field (Program development/system engineer) (12.5 marks each CV)	25
		Minimum Experience - 3 years (5marks each CV)	10
	3.3	Resource Person (Trainer) (2 CVs required)	
		Education-Masters Degree (12.5 marks each CV)	25
		Minimum Experience - 5 years(5 marks each CV)	10
	3.4	Data Base Administrator (2 CVs required)	
		Education-Qualified/Certified DBA (Data Base administrator) (10marks each CV)	20
		Minimum Experience - 3 years (5 marks each CV)	10
	3.5	Supervisor(4 CVs required)	
		Education- Bachelors Degree (2.5 marks each CV)	10
		Minimum Experience - 3 year (2.5 marks each CV)	10
	Total		175
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider		
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Financial Proposal (Annex 3) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 4) <input checked="" type="checkbox"/> Detailed TOR [Annex-5]		
Contact Person for Inquiries (Written inquiries only)	pakistan.procurement.info@undp.org 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>Minimum Eligibility Criteria</p>	<ol style="list-style-type: none"> 1. Profile of the company/firm along with details of employee, CVs of key professionals and available facilities/expertise. 2. Past Experience – Bidder must have completed 3 contracts of Similar Nature of work /Surveys of worth PKR 5 Million Each in last 5 Years. Please provide copies of those contracts. 3. 3 Jobs completion certificate / satisfactory performance/ reference letters must be attached 4. Proof of financial stability such as Audited Financial Statements along with the auditor's report for the last two years (2019-20, 2020-21) – Annual Turnover for last two years should be PKR 10 Million. 5. Firm's valid registration with Income Tax/Sales Tax Department. 6. An affidavit on stamp paper that the company/firm has never been blacklisted by any institution / department / agency and that it has not been involved in litigation with any of its clients. 7. Copy of business registration certificate along with the articles and memorandum of association or SECP. 8. Financial Proposal and Financial Proposal Submission Form must be password protected
<p>Deadline for Submission</p>	<p>28th June 2022 (3:00 PM Pakistan standard Time)</p> <p>eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information]</p> <p>a. Insert BU Code and Event ID number</p> <p>b. PAK-10 Event ID 0000012774</p> <p>Please note:</p> <ol style="list-style-type: none"> 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. 2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue in submitting your bid at the last minute, UNDP may not be able to assist.

Electronic submission (eTendering) requirements	<ul style="list-style-type: none"> • Technical and financial proposals should be submitted in separate PDF files • File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. • All files must be free of viruses and not corrupted. • Password for financial proposal must not be provided to UNDP until requested by UNDP (see notes below) <p>Important Notes for financial proposal:</p> <ul style="list-style-type: none"> • The proposer is required to prepare and submit the financial proposal in a password protected PDF file separate from the rest of the proposal submission as indicated in the instructions to proposers. • Password for financial proposal must not be provided to UNDP until it is formally requested by UNDP focal point indicated below: ali.saeed@undp.org. <u>If proposal is not password protected, it will not be considered for evaluation.</u> • While entering financial proposal in the e-tendering system, always mention your bid price as PKR 1. Please do not mention the value of your financial proposal in the e-tendering system. It should only be mentioned in the password protected file/ attachment of financial proposal. The proposals of those organizations who would reveal their financial proposal value in the e-tendering system will be considered as disqualified.
Pre-Proposal Meeting	Will Not conducted. The minutes and clarifications of previous Pre-Proposal meetings are attached.

Annex 2**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL**

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

[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) Certification - with relevant bodies and associations etc.;
- d) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;
- e) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- f) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.;
- g) 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.
- h) Include all the documents mentioned in the **Minimum Eligibility Criteria** mentioned in Annex 1.

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.

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.

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

Annex 3**FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL**

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

This form must be password protected.**A. Cost Breakdown per Deliverable***

Sr. #	Activity	Deliverables	Payment (%)	Amount (PKR)
1	Pilot test of Questionnaires	System generated dataset of the Pilot test for 2% of total sample size	20%	
2	Interactive Robo Call Survey	System generated details of the interactive robo calls log all full sample size of 12000 size.	60%	
1	Survey Report	Written report of survey findings with data sets provided for analysis	20%	
GRAND TOTAL (PKR)			100%	

**This shall be the basis of the payment tranches*

Breakdown of Financial Proposal/S#	Expense Title	Unit (In Days)	Unit Cost	Frequency / Number	Total
1	Survey Software Development and Maintenance				
1.1	Server Machine (Interactive Robocall & Questionnaire Module)	18		2	
1.2	Software Engineer	18		2	
1.3	Database Administrator	18		2	
Sub-Total (1)					
2	Enumerators Training				
2.1	Resource Person (Trainer)	1		2	
2.2	Enumerators	1		48	
2.3	Supervisors	1		4	
2.4	Venue	1		2	
2.5	Pick and Drop	1		12	
Sub-Total (2)					
3	Survey for 12000 Respondents				
3.1	Subject Enrolment	1		100,000	
3.2	Subject Incentive (Fixed Cost)	1	100	12,000	PKR 1,200,000
3.2	Enumerators	15		48	
3.4	Supervisors	15		4	
3.5	Pick and Drop	15		12	
Sub-Total (3)					

5	Survey Management Expense				
5.1	Survey Coordinator	16		1	
5.2	Office / Hall Rent	16		4	
5.3	IT Equipment	16		48	
5.4	Telephone Bills	One Time		1	
5.5	Electricity Bills	One Time		1	
5.6	Stationary	One Time		1	
5.7	Covid-19 Protocols (Masks, Hand sanitizers, Disinfectants and Tissues)	One Time		1	
Sub-Total (4)					
Tax @					
Total Price (PKR)					

Note: Bidder should not include any additional line for expense. The breakdown should be given as per above table.

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

Annex 4

General Terms and Conditions for Services
Separately attached

Annex-5 Annex

TERMS OF REFERENCE

Context of the Requirement	Hiring of a Firm for Conducting Citizen Consultation Surveys via Interactive Robocalls
Place of work	Remote
Project	Merged Area Governance Project (MAGP), Democratic Governance Unit, UNDP
Contract Duration	Expected duration of work is 30 working days spread over 1.5 months
Due Date	30 days from the day the contract is signed July 2022
Background	<p>The Merged Areas Governance Project (MAGP) is a technical assistance project supporting the Provincial Government in transforming the lives of the people of erstwhile FATA through integration with Khyber Pakhtunkhwa (KP), the extension of civilian governance institutions, and socio-economic development. MAGP aims to identify opportunities for transformative development through innovative approaches that effectively respond to the complexity of the context.</p> <p>As part of its efforts to promote data-driven decision making and keeping citizen feedback and development needs at the center of intervention designs for Accelerated Implementation Programme II (AIP -II), MAGP conducted district consultations from February 2022- March 2022. These consultations gathered feedback from different stakeholders at district level by incorporating their suggestions and proposals to ensure that the subsequent development interventions in AIP II reflect their aspirations and correspond to ground realities at local level.</p> <p>Over the course of 25 district consultations, feedback was collected from various stakeholders, including local leaders, political leaders, academics, representatives of the business community and of government departments. While these consultations aided in highlighting general sentiments regarding AIP 1 implementation and expectations from future interventions, certain marginalized groups – especially women, youth and the disabled – were not able to participate in these sessions.</p> <p>In order to ensure that voices of all major stakeholders, including women and youth, are heard, at the request of the GoKP, MAGP is planning to carry out an augmentation of these district consultations by conducting surveys via interactive Robocalls. The format and questionnaire design of these Robocalls would help the GoKP in receiving a broader range of the public feedback on AIP I, along with identifying challenges faced and specific development needs of marginalized groups, which could inform into special, customised intervention packages for each district as part of AIP II.</p>

Objectives	<p>This Robocall survey seeks to achieve the following objectives:</p> <ol style="list-style-type: none"> 3. The surveys will provide insights into Merged Areas citizenry's feedback on AIP 1 and highlight specific developmental priorities of different underrepresented groups (women, youth, disabled, trans community etc) 4. Gather demographic data for all respondents for mapping developmental priorities for different age groups/ tehsils/ gender 5. Identify specific development priorities across six key sectors and elicit public investment preferences under budget constraint
Scope of Work – Firm Responsibilities	<p>There are six surveys, with one to be administered to each cohort of 2000 people for a specific sector. The questionnaire would involve 2 parts; the first part would involve an interactive section between the respondent and surveyor, whereas the second part would involve automated questions for the respondent.</p> <p>Citizen Perception Survey</p> <p>Total number of respondents in this section is 12,000. This sample would be divided amongst 6 key sectors, each getting 2000 respondents.</p> <ol style="list-style-type: none"> 3. The first, interactive part of the survey would involve collection of basic demographic data (age, gender, tehsil) 4. The surveyor would then direct the respondent to a series of sector specific automated questions. 5. There are 6 sectors in total. Total sample size of 12000 would be divided amongst them (2000 each).
Details of Activities	<p>Subject/Participant Enrollment: In 7 districts of the Merged Areas, robocalls will be made to recruit participants in the study. The participants will be asked to participate after administration of informed consent according to standards of research ethics. The firm will be responsible for enrolling 12000 respondents in accordance with the population weighted district sample size. An additional 20% (800) respondents will be also enrolled keeping in view the dropout scenario. Due representation with oversampling of women and youth will be ensured.</p> <p>Survey Software Development: The telephonic survey will utilize software-based dialing, call recording, report generation and dataset tabulation as per the UNDP Experts and Principal Investigator requirements. The survey will involve preference elicitation games with instant transfer of real incentives. This shall be through the survey software for record and adherence with the survey protocols.</p> <p>Pilot Test: Before securing a large data set, a pilot test would be conducted to find the feasibility of the questionnaire designed for the study. This will help</p>

	<p>fine tune the questionnaire for the telephonic survey. The pilot would be conducted on 2% of the total sample size mentioned above. For the pilot activity the firm will generate and submit a tabulated dataset, as a first deliverable.</p> <p>RoboCall Survey: Conduct final RoboCall survey across the selected sample size.</p>
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Quality Assurance Framework	<p>Data Validation:</p> <ol style="list-style-type: none"> Each call will be recorded with the consent of the respondent. A sample of call records with respective filled questionnaires will be shared with UNDP survey implementation in charge on a weekly basis for data validation. The firm will provide facility to the UNDP survey implementation in charge to listen to the live calls. The firm will provide proof of administration of preference elicitation protocols and instantaneous transfer of incentives in cases where it is required as part of data collection. <p>Monitoring Survey Activities:</p> <ul style="list-style-type: none"> Physical Monitoring: A nominated UNDP survey implementation in charge will pay regular monitoring visits to the office/hall/location where the enumerator is seated and making calls from. Remote Monitoring: <ol style="list-style-type: none"> A video link will be provided to UNDP survey implementation in charge of remote monitoring.
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Sample Size Selection	<p>In order to identify patterns and commonalities as well as to find meaningful heterogeneity, and for purposes of recording individuals' behavior in the long run, a representative sample of at least 12,000 individuals will be drawn from the general population without replacement. To ensure that the sample is representative, the distribution of the sample would be across the districts of Merged Areas and will provide demographic disaggregation as well as, the weight of each district population. The firm will strive to ensure adequate female representation in the sample given access constraints to women in the MAs. Marginalized communities, women and youth representation will be ensured through oversampling.</p>
Questionnaire / Tool Design	<p>With these goals in mind, MAGP in-house experts and principal investigator of the survey will design the questionnaire for administration at the individual level. MAGP will also finalize the survey protocols, using draft protocols provided by the firm, and require proof of strict adherence during implementation.</p>
Time Frame	<p>The firm is expected to complete the survey within 30 days spread over 1.5 months.</p>

Project Team Organization	<p>The following matrix describes the human resource requirements for the project, regarding key personnel. The selected firm will be responsible for contract management of all key and non-key (e.g., Survey Supervisor, Enumerators, etc.) personnel retained by the firm for project activities. The Level of Effort and duration of service of these key personnel should be clearly linked to and reflective of their responsibilities (described below) and justified accordingly by the firm, in their Technical and Financial Proposals.</p> <table border="1" data-bbox="487 506 1450 831"> <thead> <tr> <th data-bbox="487 506 768 548">Designation</th><th data-bbox="768 506 1450 548">Responsibilities</th></tr> </thead> <tbody> <tr> <td data-bbox="487 548 768 590"></td><td data-bbox="768 548 1450 590"></td></tr> <tr> <td data-bbox="487 590 768 709">Quality Assurance Coordinator</td><td data-bbox="768 590 1450 709"> <ul style="list-style-type: none"> The quality assurance Coordinator shall quality assure the data collection throughout the project. </td></tr> <tr> <td data-bbox="487 709 768 831">Deployment Engineer</td><td data-bbox="768 709 1450 831"> <ul style="list-style-type: none"> The development Engineer shall ensure the developed applications work with the available platforms throughout the project life. </td></tr> </tbody> </table>	Designation	Responsibilities			Quality Assurance Coordinator	<ul style="list-style-type: none"> The quality assurance Coordinator shall quality assure the data collection throughout the project. 	Deployment Engineer	<ul style="list-style-type: none"> The development Engineer shall ensure the developed applications work with the available platforms throughout the project life.
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Underlying Mandatory Requirements	<p>The selected organization is expected to conform to the following mandatory requirements:</p> <ul style="list-style-type: none"> a. Maintain confidentiality of individuals. b. Respect local socio-cultural norms, traditions, and practices in the conduct of research; and c. Remain sensitive to the working environment, needs, priorities and timelines of government counterparts at all times. d. Strictly refrain from presenting plagiarized content in any deliverable submitted for review. e. Follow office protocols defined for the COVID-19 keeping in view the staff safety. f. The firm will ensure transparency and accountability throughout the data collection process by recording the calls with consent of the respondent and elaborate in technical proposal how they will provide real time incentive transfer to the respondents of the dictator game and surveys. g. The firm will provide a remote monitoring facility for the UNDP team. h. Complete the activity within a given timeframe, providing quality deliverables before the cutoff date would be appreciated. i. Act in strict conformity to the laws of the country. j. Refrain from employing children. k. Not be affiliated or linked to any political party. l. Maintain strict neutrality and refrain from any activities which could be interpreted as biased. m. Conduct only activities related to the assignment. n. Refrain from any interference in other aspects of the government's work. o. Utilize existing local resources where possible to build local capacity.
Management and reporting	<p>Under the overall supervision of the MAGP Program Manager, the team will be reporting to Lead Economic Advisor, MAGP.</p> <p>The consulting firm/ organization/ company will provide one full-time technical expert as a Team Lead and one Survey Expert as team member.</p>

List and Description of Expected Outputs to be Delivered	<p>UNDP would process payments after completion and approval of agreed-upon deliverables in close consultation with USAID. Any delays in this regard, within reasonable bounds, would be accommodated by the contracted firm.</p> <p>Following deliverables will be submitted according to agreed timeline:</p>					
		Activity	Key outputs/deliverables	Estimated time	Payment Percentage	Review /approvals Required from
	Interactive Robocalls Survey					
	1	Pilot test of Questionnaires	System generated dataset of the Pilot test for 2% of total sample size	7 days (after signing the contract)	20%	Program Manager/LEA
	2	Interactive Robo Call Survey	System generated details of the interactive robo calls log all full sample size of 12,000.	16 days	60%	Program Manager/LEA
	3	Survey Report	Written report of survey findings with data sets provided for analysis	7 days	20%	Program Manager/LEA
		Total		30 Days	100%	