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## REQUEST FOR PROPOSAL (RFP 127/22)

NAME & ADDRESS OF FIRM	DATE: September 16, 2022
	REFERENCE: Measuring Public Perception on Free Legal Aid in Armenia in 2 pilot marzes

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting **“Measuring Public Perception on Free Legal Aid in Armenia in 2 pilot marzes”** (the detailed TOR is attached separately as Annex 1a).

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.  
Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.  
Proposals may be submitted on or before, **30 September 2022, 4:00 pm local Yerevan time (GMT +4)** via **email only**:

to the following e-mail address: [tenders.armenia@undp.org](mailto:tenders.armenia@undp.org)

Please note that proposals received through any other e-mail address will not be considered.  
Your Proposal must be expressed in the English, and valid for a minimum period of 60 days calendar days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above 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 you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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 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 3.

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](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Procurement Unit  
UNDP Armenia*

## Description of Requirements

Context of the Requirement	<b>Measuring Public Perception on Free Legal Aid in Armenia in 2 pilot marzes</b>
Implementing Partner of UNDP	Chamber of Advocates
Brief Description of the Required Services <sup>1</sup>	UNDP CO wishes to contract a Service Provider to design and carry out survey, which will provide comprehensive and up-to-date information in order to reveal the public perception of free legal aid mechanisms, the current issues faced by the population in applying for free legal aid and the reasons behind the existing problems, as well as will provide data for further improvement and provision of tailored awareness campaign. Two regions shall be selected for the survey, based on the consultations with UNDP and the Chamber of Advocates.
List and Description of Expected Outputs to be Delivered	– As per Annex 1a – Terms of Reference (TOR)
Person to Supervise the Work/Performance of the Service Provider	Maria Silvanyan, Program Manager, Human Rights, Justice and Rule of Law, UNDP
Frequency of Reporting	<i>As per TOR (Annex 1a) D. Expected Deliverables, Draft Timeframe of the Services and Payment</i>
Progress Reporting Requirements	<i>As per TOR (Annex 1a) D. Expected Deliverables, Draft Timeframe of the Services and Payment t</i>
Location of work	<input type="checkbox"/> Exact Address as provided below <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	8 months after contract signing by both parties.
Target start date	October 2022
Latest completion date	May 2023
Travels Expected	As per Annex 1a – Terms of Reference (TOR)
Special Security Requirements	<input type="checkbox"/> Others <input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others
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 <input type="checkbox"/> Not Required

<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.

Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) <input checked="" type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (AMD) (will be converted in accordance to UNORE)				
Value Added Tax on Price Proposal <sup>2</sup>	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes				
Validity Period of Proposals ( <i>Counting for the last day of submission of quotes</i> )	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 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>	Outputs	Percentage	Timing, days (after contract signing)	Condition for Payment Release	
	1 Report on the sample design suggestions, sample size, sample weights and other components of sampling frame	10% - on Contractor's submission and the UNDP's acceptance of the deliverables 1-2 for the survey.	14 days	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	
	2 Gantt chart for the survey, written detailed data collection protocols and logistical plans, informed consent form(s), documented evidence of ethical clearance(s) and permits needed to implement the survey tools	25% - on Contractor's submission and the UNDP's acceptance of the deliverables 3-4, 6-9 and 17 for the survey.	21 days		
	3 Detailed quantitative and qualitative survey methodology (including the questionnaires, the list of proposed interviews etc.) explaining, inter alia, the relative benefits of various modes of conducting the survey		40 days		
	4 A secondary literature review of existing policy framework (legal and policy regulations, as well as practice, data (statistics) review on the		60 days		

<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.

	relevant target groups (reporting of cases, the number of application for free legal aid, the outcome, etc.), Review of similar surveys conducted before the commencement of this survey activities (if applicable)	40% - on Contractor's submission and the UNDP's acceptance of the deliverables 5, 10-15, 18 of the survey.		
	5. All transcripts and recordings from the focus groups or qualitative survey activities		213 days	
	6. Finalized survey instruments, finalized field manual	25% - on Contractor's submission and the UNDP's acceptance of the deliverables 16, 19-20 of the survey.	70 days	
	7. Adapted training materials, enumerator training plan, adapted competence assessment for evaluating enumerators/supervisors, documentation of the scores/results that the supervisors/enumerators earned on the competence assessment		77 days	
	8. Selected supervisors and interviewers, with a list of back-ups in case of attrition, brief training completion report on training results, any barriers faced, and how they were addressed		83 days	
	9. Field pilot report, final survey instruments (in English and Armenian), final data collection programs prepared for implementation in CAPI program, data management plan		83 days	
	10. Preliminary, cleaned dataset (STATA format) and associated codebooks		163 days	
	11. Final, cleaned dataset and associated codebooks and STATA code used to do the cleaning		183 days	
	12. Written documentation on how data were cleaned and inconsistencies addressed		190 days	
	13. Basic report with tabulations of all survey variables		198 days	
	14. Weekly reports on progress, existing or		Every seven days starting from the date of	

	<p>potential problems and suggested solutions</p> <p>15. Implementation report, implementation presentation</p> <p>16. Archive</p> <p>17. Data analysis methodology</p> <p>18. Periodical progress reports on the results</p> <p>19. Interim and final analytical reports of the survey findings, inter alia, with visualization of the results and recommendations based on the analysis</p> <p>20. Presentation of the final findings and recommendations.</p>		<p>commencement of the survey implementation on the field until the last day of conducting the survey</p> <p>213 days</p> <p>243 days</p> <p>123 days</p> <p>Starting from the date of commencing the data analysis</p> <p>223 days for the interim report and 238 days for the final report with visualization</p> <p>243 days</p>	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Maria Silvanyan, Program Manager, Human Rights, Justice and Rule of Law, UNDP			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services			
Criteria for Contract Award	<p><input type="checkbox"/> Lowest Price Quote among technically responsive offers</p> <p><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%.</p> <p><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria 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.</p>			
Criteria for the Assessment of Proposal	<p><b><u>Technical Proposal (70%)</u></b></p> <p><input checked="" type="checkbox"/> Expertise of the Firm (<b>max score: 350</b>), including:</p> <ul style="list-style-type: none"> <li>- Proven experience in performing studies, surveys and analyses of similar scale and nature (<b>max score: 100</b>);</li> <li>- At least 5 years professional experience in conducting surveys via stakeholders interviews, face to face interviews, case study collection, focus group discussions, and at least 5 years professional experience in analyzing complex data, preparing reports and data visualization (<b>max score: 100</b>);</li> <li>- Proven experience in conducting trainings, mentoring and supervision (<b>max score: 50</b>).</li> </ul>			

	<p>- The Company must have professional experienced staff with the following capacities and qualifications (<b>max score: 100</b>). (as per Annex 1a, Section K):</p> <p><input checked="" type="checkbox"/> Methodology, its Appropriateness to the Conditions and Implementation Plan (<b>max score: 250</b>), including:</p> <ul style="list-style-type: none"> <li>- Task implementation approach, including detailed description of implementation methods and milestones to carry out the proposed task; a detailed work plan with timelines for the Deliverables/Outputs (<b>max score: 250</b>)</li> </ul> <p><input checked="" type="checkbox"/> Qualification of Key Personnel (<b>max score: 400</b>), including:</p> <ul style="list-style-type: none"> <li>- Project Manager/ Analyst (for the full duration of the project) as per Annex 1, Section K, Key Personnel Qualification Requirements (<b>max score: 100</b>);</li> <li>- Data manager (for up to 180 days), as per Annex 1, Section K, Key Personnel Qualification Requirements (<b>max score: 50</b>);</li> <li>- Statistician (for up to 70 days), as per Annex 1, Section K, Key Personnel Qualification Requirements (<b>max score: 50</b>);</li> <li>- Sociologist or psychologist or a professional with a similar relevant background (for up to 135 days) as per Annex 1, Section K, Key Personnel Qualification Requirements (<b>max score: 50</b>);</li> <li>- Lawyer (for up to 50 days) as per Annex 1, Section K, Key Personnel Qualification Requirements (<b>max score: 50</b>);</li> <li>- CAPI technician (up to 143 days) as per Annex 1, Section K, Key Personnel Qualification Requirements (<b>max score: 50</b>);</li> <li>- Logistician (for up to 150 days) as per Annex 1, Section K, Key Personnel Qualification Requirements (<b>max score: 50</b>);</li> </ul> <p><b>Financial Proposal (30%)</b> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider.
Annexes to this RFP <sup>4</sup>	<input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <sup>5</sup> <input type="checkbox"/> Others <sup>6</sup>
Contact Person for Inquiries (Written inquiries only) <sup>7</sup>	<p><i>Procurement Unit, UNDP Armenia <a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a></i></p> <p>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>
Other Information [pls. specify]	

<sup>4</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>5</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>6</sup> A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

<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.



## **TERMS of REFERENCE**

### **Measuring Public Perception on Free Legal Aid in Armenia in 2 pilot marzes**

**Project Title:** “Support to Armenia’s Justice and Rule of Law Reforms: Phase 2”

**Duration of the Work:** **October 2022 – May 2023 (8 months)**

**Duty Station:** Armenia, Yerevan

#### **A. Project Background:**

During 2020-2021 UNDP Armenia Country Office (CO) implemented "Support to Armenia's Justice and Rule of Law Reforms: Bringing Justice Closer to People" Project. The Project created a ground for UNDP to support the Government in implementation of a broad and long - term reform agenda in the three main areas: a) integrity, independence and efficiency of the judiciary, b) access to justice and improved service orientation of the judiciary, c) effective and sustainable anti-corruption ecosystem in the country.

“Support to Armenia’s Justice and Rule of Law Reforms: Phase 2” Project aims to further support institutional strengthening to uphold the rule of law and promote justice and legal reforms in line with the international principles and standards in the field.

In the beginning of 2021 UNDP conducted needs assessment on strengthening the legal and institutional basis of Free Legal Aid in Armenia with targeted recommendations for improvements. It guides strengthening the role and capacities of the Public Defender's Office, introducing the measures aimed at the promotion of free legal aid among the population, promoting pro-bono legal aid and developing institutional capacities of the School of Advocates.

Based on this, the Project will focus on enhancing access to justice and free legal aid mechanisms with the particular focus on women, temporarily displaced, other vulnerable and marginalized groups based on the conducted needs assessment. Equally, UNDP will support implementation of a national public awareness campaign on state-guaranteed free legal aid, applying communication tools tailored to specific target groups.

In parallel to public awareness campaign, UNDP will support the Public Defender’s Office and the Chamber of Advocates to conduct a survey to measure public perception on and understand the experiences of the identified target groups with the free legal aid mechanisms to ensure that proper measures are in place to facilitate access to justice and free legal aid to comparatively vulnerable layers of population.

The main objectives of the survey are:

- Measuring awareness about applying for free legal aid and knowledge of the relevant legal regulations, as well as the perception of the identified target groups on the free legal aid



mechanisms;

- Determining the advantages of the existing free legal aid mechanisms;
- Revealing the problems in access to justice and applying to free legal aid, as well as the process of receiving free legal aid and its effectiveness by showing the direct causal link between the problem revealed and the specific regulation or practice in place;
- Showing the life impact of the drawbacks of the free legal aid mechanisms;
- Making recommendations based on the conducted analysis in order to make improvements in law and practices of free legal aid mechanisms.

To this aim, UNDP CO wishes to contract a Service Provider to design and carry out survey, which will provide comprehensive and up-to-date information in order to reveal the public perception of free legal aid mechanisms, the current issues faced by the population in applying for free legal aid and the reasons behind the existing problems, as well as will provide data for further improvement and provision of tailored awareness campaign. Two regions shall be selected for the survey, based on the consultations with UNDP and the Chamber of Advocates.

## **B. Scope of Work:**

The overall responsibilities of the Service Provider should include the following tasks:

- Implementation of task planning, ensuring ethical and other clearances;
- In consultations with UNDP, Public Defender's Office and the Chamber of Advocates identify the two regions for implementation of survey (study) from the following regions of the Republic of Armenia: Syunik, Tavush, Gegharqunik and Lori, preferably giving priority to the border regions;
- Development of the sample frame for the survey and advise on sizable number of respondents, which in any case should be not less than 1000 respondents;
- Proposing detailed methodology based on the needs and expected outcomes of the survey;
- Development, adaptation, and translation, of survey tools and protocols;
- Recruitment and training of the staff to work on the task;
- Piloting, including revision and testing of all design elements before the full implementation of the task;
- Data collection;
- Data management and cleaning;
- Preparing implementation report;
- Data analysis;
- Preparing of progress and final reports on the results and recommendations based on suitable analysis.

## **C. Specific tasks of the Service Provider**

### **1. Designing the Sample frame and the sample**

- The Service provider will recommend the appropriate sample design, which involves developing the sampling methodology (sampling stages, strata etc.), the sample frames, the system for selecting the sampling units, sampling weights, sample size, and the procedures for calculation of expansion factors;
- Determine an adequate size for the sample to meet the objectives of the survey;
- Construct the sample weights and provide documentation on the methodology to

construct the weights.

Deliverables: report on the sample design suggestions, sample size, sample weights and other components of sampling frame.

## **2. Task Planning, Ethical and other Clearances**

- The Service provider will develop an implementation plan and Gantt chart in consultation with UNDP, outlining the timeline for all activities and providing detailed documentation to UNDP on all logistical considerations and plans.
- In addition, the Service provider will be responsible for acquiring all permissions and ethical clearances necessary for conducting the survey. Where required, this may include relevant permissions from national and/or sub-national authorities.
- The Service provider will also be responsible for adhering to local formalities, for obtaining any required permits related to the survey implementation. This includes, for example, liaising with UNDP to send introductory letters to inform local councils about the survey and solicit their support.
- The Service provider will also be responsible for their team health and accident insurance, salary, taxes, and other obligations as necessary.
- The study must uphold international ethical standards and field procedures concerning informed consent, maintaining confidentiality, and storage of questionnaires and data processing.
- In all data collection activities, written consent (as applicable, per Ethical Board requirements) will be sought following provision of information to potential participants informing them as to the purpose of the study and the requirements and expectations should they decide to participate. All potential interviewees/informants will be assured that their participation is voluntary and that they will not be penalized if they do not participate. They will also be informed that they are free to skip any questions, terminate the interview at any time, or withdraw from the study after it has been conducted.

Deliverable(s): (i) Gantt chart for the survey; (ii) written detailed data collection protocols and logistical plans; (iii) informed consent form(s)) and; (iv) documented evidence of ethical clearance(s) and permits needed to implement the survey tools.

## **3. Outline of the survey methodology and minimum mandatory requirements**

This section provides only the outline of the survey methodology. The Service provider is responsible to elaborate and submit the detailed quantitative and qualitative survey methodology based on the needs and expected outcomes of the survey, as well as taking into consideration the relative benefits of various modes of conducting the survey.

In determining the methodology, the Service provider must be confident that with the decided methodology the survey will achieve the objectives and that the determined methodology is feasible within the budget provided for the survey and practical arrangements.

The target group of the survey shall include the following categories of persons as envisaged in the RoA

Law on “Advocacy”:

- 1) members of the families of the soldiers who died for the defense of the borders of the Republic of Armenia;
- 2) persons with disabilities of 1st or 2nd group;
- 3) convicted persons;
- 4) members of the families who have a poverty score higher than 0 in the relevant poverty assessment system;
- 5) participants of the Great patriotic war and participants in military activities for defending the borders of the Republic of Armenia;
- 6) unemployed persons;
- 7) pensioners living alone;
- 8) children left without parental care, as well as persons who are aligned with children left without parental care;
- 9) refugees;
- 10) persons who have received temporary protection in the Republic of Armenia;
- 11) insolvent persons who provide valid proof of their insolvency;
- 12) persons who have mental disorders and are receiving treatment in psychiatric institutions;
- 13) persons recognized as victims or victims of a special category by the Commission for the identification of victims of human trafficking and exploitation in accordance with the procedure established by law;
- 14) asylum seekers in the Republic of Armenia;
- 15) victims of torture for the purposes of receiving financial compensation in accordance with the Civil Code of Armenia;
- 16) victims of domestic violence (recognized as such according to the relevant law);
- 17) The respondents in the civil cases initiated on the basis of the RoA Law on “Confiscation of Property of Illegal Origin”.

In addition to the above-mentioned categories, at the discretion of the Service provider the target group may also involve persons qualifying for free legal aid in the framework of criminal proceedings in cases specified by law.

The survey shall be conducted among the potential applicants for free legal aid, while at least 30% of all respondents shall be persons who have had an experience of applying to receive free legal aid with the existing mechanism within the past 3 years.

The survey instrument shall, *inter alia*, include questions on (non-exhaustive list):

1. the characteristics of the respondent (the demographics and socio-economic situation);
2. awareness of the background of current practices and regulations of applying (receiving free legal aid);
3. the sources of information of the target groups about the opportunities on free legal aid and their trust towards these sources;
4. the perception of the mechanisms on free-legal aid;
5. the situations in which free legal aid was or might be needed by the target group;
6. the perception of the advantages of the existing mechanisms of applying (receiving) free legal

aid;

7. the perception of the problems faced in gaining information about free legal aid;
8. the problems faced during applying (receiving) free legal aid (if applicable);
9. the causal links between the problems and the existing practices and regulations, and the reasons behind the problems and the factors affecting the experiences of the respondents;
10. the perception on role of the Public Defender's Office, municipalities, civil society institutions/ other stakeholders in procedures for making effective use of the free legal aid mechanisms;
11. The expectations of the target groups on improvement of the free legal aid mechanisms with identifying the priorities.

The subject matter shall be clearly explained in the questionnaire using a not strictly professional language, so that to avoid misinterpretation and get accurate answers. The concepts and definitions of different terminologies shall be clearly explained. The questionnaire shall include, inter alia, specific questions with a choice, and open questions with specific focus, as well as an open question "other" where applicable giving the respondent to elaborate on his/her vision of the issue outside of the frames of the questionnaire. The Service provider shall make reasoned decisions on determining the appropriate level of details for each type of activity.

From the methodological point of view, the following items should also be covered (non-exhaustive list):

- a secondary literature review of existing policy framework (legal and policy regulations, as well as practice);
- data (statistics) review on the relevant target groups (reporting of cases, the number of applications for free legal aid, the outcome, etc.) to understand the current state of affairs;
- review of similar surveys conducted before the commencement of this survey activities (if applicable).

The survey fieldwork and interview completion is determined by the Service provider based on the number of completed interviews and the quality and comprehensiveness of the data gathered from these interviews. For a survey to be complete, at least the 2/3 of the relevant information must be obtained and entered into the database. No questions should be left blank except the ones to which the respondents chose not to reply, which in itself shall also be reflected in the results and taken into consideration when making the conclusions and recommendations. The collected data must meet the requirements of integrity and accuracy. The Service provider will elaborate detailed methodologies on checking the quality of the interviews, including a minimum of 15 % of back checking, at least 25% of random checks and accompanied interviews and survey implementation monitoring.

The methodology of conducting the survey will, inter alia, include:

- *Stakeholders Interviews* with representatives of the relevant state authorities, such as Chamber of Advocates, Public Defender's Office and municipalities, social actors, households (if applicable) and other stakeholders upon a reasoned decision;
- *Face to face interviews with structured questionnaires*: Considering 2% margin of error and 95% level of confidence;
- *Case study collection* for the qualitative analysis and based on the nature of indicator;
- *Focus Group Discussions*: 5 for each marz (the group size shall be decided by the Service provider taking into account the aim of reaching the maximum effectiveness for the activity, the gender balance shall be observed, unless the opposite is required for the specific target group).

The Service provider undertakes all feasible measures to reduce non-participation rates and must keep track of non-participation, supporting this with periodical brief interim working reports on relevant data and its effect on the survey with frequency of at least once every week.

The Service provider will be entitled to seek for service provision necessary for implementation of certain activities with prior written notification to the UNDP project manager/ coordinator.

Deliverable(s): (i) Detailed quantitative and qualitative survey methodology (including the questionnaires, the list of proposed interviews etc.) explaining, inter alia, the relative benefits of various modes of conducting the survey; (ii) a secondary literature review of existing policy framework (legal and policy regulations, as well as practice); (iii) data (statistics) review on the relevant target groups (reporting of cases, the number of application for free legal aid, the outcome, etc.); (iv) Review of similar survey conducted before the commencement of this survey activities (if applicable); (v) All transcripts and recordings from the focus groups or qualitative survey activities.

#### **4. Development, Adaptation and Translation of Tools and Protocols**

- The Service provider will develop draft instruments of the survey in Armenian. Under the supervision of the Project team, the Service provider will complete the development of the survey. This includes adaptation of questions and answer categories, contextualization, formatting, and preparation of the instruments for use, including double-checking questionnaire skip patterns, numbering, responses, etc. The development of the survey also includes a pre-pilot phase, which corresponds to extensive consultations with the Project and stakeholders to review substantial changes or adaptations to the survey. All changes must be approved by UNDP.
- The Service provider will develop a draft Field Manual and will complete the final adaptation, formatting, translation, and preparation of the field manual for use. All changes must be approved by UNDP.
- The Service provider will translate the survey instruments (and its manual) into English. The Service provider must also back-translate them into Armenian and make edits in the English and Armenian versions accordingly. Forward- and back-translation are required for piloting and training.

Deliverable(s): (i) finalized survey instruments; (ii) finalized field manual (all these deliverables must be in English and Armenian, both forward- and back-translated, for piloting and training).

#### **5. Staffing and Training**

- The Service provider will recruit and train the team responsible for conducting the survey (key and non key personnel).
- The Service provider will design training materials to train supervisors and enumerators to conduct the survey. Training should include a review of the theory of the questionnaire and each question in order to fully understand the objective of each question. Standard quantitative interviewing techniques and field protocols should also be covered. Training should also include individual and group exercises to become familiar with the practice of asking questions and completing questionnaires.
- The Service provider will prepare an enumerator training plan specifying enumerator recruitment plans, training logistics and content, and the training schedule. These plans must be approved by the Project.

- The Service provider will conduct supervisors' training and selection. Up to one-week training will be organized for supervisor candidates to train them on survey management and supervision, evaluate their mastery of the survey, and to select those who are most likely to be able to manage teams in the field and deliver high-quality data. The Supervisors will also be expected to participate actively in training the enumerator candidates. Competence assessments will be undertaken and candidates not meeting a minimal standard will be dismissed or asked to be enumerators rather than supervisors.
- The Service provider will conduct enumerators' training and selection over a period of up to two weeks using a mix of lectures, simulations, and field experience. A competence assessment will be undertaken and candidates not meeting a minimum standard will be dismissed, though a list of "back up" personnel who have been trained should be maintained and hired in the case of attrition of staff.
- The Service provider will train for CAPI utilization, the enumerators' training must include a section on how to use/store the tablets, how to troubleshoot problems with the tablets, and what to do if the tablet fails.
- For both supervisor and enumerator training, the Project team will provide experienced advisors who will assist in the training and evaluation of the field staff, but the training must be led by the Service provider.
- The Service provider will coordinate with the Project team, Chamber of Advocates and the Public Defender's Office in survey instrument piloting to finalize the questionnaires, including modifications as required.
- All expenses associated with adaptation and translation of survey materials, and with training, must be covered by the Service provider.

Deliverable(s): (i) adapted training materials; (ii) enumerator training plan; (iii) adapted competence assessment for evaluating enumerators/supervisors; (iii) documentation of the scores/results that the supervisors/enumerators earned on the competence assessment; (iv) selected supervisors and interviewers, with a list of back-ups in case of attrition; (v) brief training completion report on training results, any barriers faced, and how they were addressed.

## **6. Piloting**

- The Service provider will be responsible for field piloting all the survey instruments at appropriate sites that reflect the diversity and variation on the country (including in rural areas). The Service provider must develop a pilot protocol before piloting commences, which must be approved by UNDP. In the case government counterparts participate to the daily activities of field piloting, basic expenses for government counterparts (but not UNDP staff) are expected to be covered as part of this consultancy.
- A field pilot report is to be written and survey instruments revised and finalized according to the pilot results as part of this consultancy, under the supervision of the Project. The field pilot report should outline the challenges faced during piloting (including comments from field enumerators and supervisors), the time duration required for each of the survey instrument modules, clearly documented modifications and the rationale for their adoption, and any suggested improvements or field notes for survey implementation.
- Any relevant improvements to the main survey tool based on the review will be implemented by the Service provider.
- The Service provider organization will seek the final approval of the survey materials

(protocols, questionnaires, etc.) of UNDP before beginning data collection.

- The Service provider must code the survey in CAPI (in English and Armenian), and engage in thorough pre-testing to identify any errors or challenges.

Deliverable(s): (i) field pilot report; (ii) final survey instruments (in English and Armenian); (iii) final data collection programs prepared for implementation in CAPI program.

## **7. Data Collection**

- The Service provider will develop a logistical plan prior to the start of field operations that includes team's composition, contingency plans for staffing, systems for tracking equipment and supplies and contingency plans for equipment loss or malfunction, field visit schedule, logistical arrangements (including transportation and lodging for enumerators) and any necessary permissions.
- The Service provider will obtain a letter from the UNDP to share with facilities indicating support of the survey from the UNDP.
- The Service provider will deploy teams of enumerators and field supervisors to undertake the data collection using the survey methodology.

Deliverable(s): (i) final detailed survey data collection protocols and quality assurance protocols; (ii) logistics and safety plans for data collection.

## **8. Data Management and Cleaning**

- The Service provider will prepare a data management plan. The Service provider must design a data entry system (code) to accurately reflect the survey tools.
- The Service provider will monitor the status of each questionnaire and produce weekly reports on progress, existing or potential problems, and suggested solutions. This involves submitting a weekly Field Monitoring and Tracking report, containing facilities covered, refusals (and reasons for refusals), barriers faced and how they were addressed, etc.
- The Service provider will immediately identify whether certain questions are frequently incorrectly answered or missing, and assess why this is happening. Confer with the Project to map a way forward to improve quality. In some cases, facilities may need to be revisited to improve poor-quality data.
- The Service provider will provide supervision and oversight for the data entry process to ensure compliance with quality standards including cleaning and reporting on problems discovered throughout the process.
- The Service provider will respond to any data query, request for information, or petition to fix any issues by the UNDP within a week of its initial request.
- The Service provider will produce a full clean database of the survey information and make this available in STATA and archived formats. The clean dataset in STATA format must have unique identifiers for all households (if any) and individuals interviewed and contains variable and value labels constructed from the STATA dictionary developed by the Service provider. The datasets must also have clear linking variables to the sample frame, and between respondents and the households (if any) engaged.
- The Service provider will provide adequate documentation accompanying the dataset describing the construction of the unique identifiers, links across modules, variable descriptions, etc.
- Following review and comments by the supervising Project team, the Service provider will

make the required changes and improvements to the dataset for final submission and approval. This should be accompanied by a simple report which includes basic tabulations of all survey variables.

Deliverable(s): (i) data management plan; (ii) preliminary, cleaned dataset (STATA format) and associated codebooks; (iii) final, cleaned dataset and associated codebooks and STATA code used to do the cleaning; (iv) written documentation on how data were cleaned and inconsistencies addressed; (iv) basic report with tabulations of all survey variables; and (v) weekly reports on progress, existing or potential problems and suggested solutions.

## **9. Implementation Report**

- The Service provider will prepare a full survey implementation report and presentation summarizing the survey activities and results using an agreed-upon outline. This report should document the activities of this consultancy including the development and piloting of survey instruments, survey data collection and quality assurance protocols, survey field data collection (including irregularities and issues experienced), and data entry and cleaning processes.
- Produce a detailed archive.

Deliverable(s): (i) Implementation report; (ii) implementation presentation; (iii) archive.

## **10. Analysis and Recommendations**

The Service provider will determine the tools for data analysis based on the measurement levels;

- The Service provider will prepare detailed data analysis methodology for both quantitative analysis as the first step and the qualitative data analysis as the second step. Inter alia, use cross-tabulation and separate data by the target groups, source of data and other relevant parameters, measure the statistical significance of the data, establish the causal links, conduct comparative analysis of the results with similar surveys conducted (if applicable);
- The Service provider will analyze and interpret the data according to the elaborated methodology taking into consideration the aim and objectives of the survey;
- The Service provider will prepare progress reports on the results,
- The Service provider will develop and timely submit an analytical report covering, inter alia, the following aspects (non-exhaustive list): the background information; the review of the current situation (relevant policy, regulations, practices, statistics, as well as comparison with other similar surveys if applicable), the methodology of the survey and all relevant information with regard to the procedure of conducting the survey (including the aim and objectives, identification of the problem, problem specific questions, difficulties or factors which might have affected the final results, etc.), the findings of the survey, the analysis of the findings by showing the direct causal links between the conclusions and the survey results; recommendations for the improvement of the existing mechanisms for free legal aid and recommendations for further investigations that the survey has revealed to be necessary for a more comprehensive picture in the area of free legal aid mechanisms in Armenia;
- The Service provider will modify and amend the report if necessary based on the feedback (if applicable);



- The Service provider will conduct visualization of the data analysis by preparing relevant tables, charts, graphics (including interactive), visualized results of all calculated figures and values of all indicators, as well as the brief narratives of the mentioned visualizations;
- The Service provider will make a presentation on the survey findings and recommendations to a wider group of stakeholders.

Deliverable(s): (i) Data analysis methodology; (ii) periodical progress reports on the results; (iii) interim and final analytical reports of the survey findings, inter alia, with visualization of the results and recommendations based on the analysis; (iv) presentation of the final findings and recommendations to a wider group of stakeholders.

#### **D. Expected Deliverables, Draft Timeframe of the Services and Payment**

The payments will be made in installments upon acceptance of respective deliverables by Project team.

The tentative start date is 20 August 2022 and the duration of the contract is 270 days from the signature date.

<b>Deliverable</b>	<b>Tentative deadlines</b> (deadlines are counted from the day of the contract signature)
1. Report on the sample design suggestions, sample size, sample weights and other components of sampling frame	14 days
2. Gantt chart for the survey, written detailed data collection protocols and logistical plans, informed consent form(s), documented evidence of ethical clearance(s) and permits needed to implement the survey tools	21 days
3. Detailed quantitative and qualitative survey methodology (including the questionnaires, the list of proposed interviews etc.) explaining, inter alia, the relative benefits of various modes of conducting the survey	40 days
4. A secondary literature review of existing policy framework (legal and policy regulations, as well as practice, data (statistics) review on the relevant target groups (reporting of cases, the number of application for free legal aid, the outcome, etc.), Review of similar surveys conducted before the commencement of this survey activities (if applicable)	60 days
5. All transcripts and recordings from the focus groups or qualitative survey activities	213 days
6. Finalized survey instruments, finalized field manual	70 days
7. Adapted training materials, enumerator training plan, adapted competence assessment for evaluating enumerators/supervisors, documentation of the scores/results that the supervisors/enumerators earned on the competence assessment	77 days

8. Selected supervisors and interviewers, with a list of back-ups in case of attrition, brief training completion report on training results, any barriers faced, and how they were addressed	83 days
9. Field pilot report, final survey instruments (in English and Armenian), final data collection programs prepared for implementation in CAPI program, data management plan	83 days
10. Preliminary, cleaned dataset (STATA format) and associated codebooks	163 days
11. Final, cleaned dataset and associated codebooks and STATA code used to do the cleaning	183 days
12. Written documentation on how data were cleaned and inconsistencies addressed	190 days
13. Basic report with tabulations of all survey variables	198 days
14. Weekly reports on progress, existing or potential problems and suggested solutions	Every seven days starting from the date of commencement of the survey implementation on the field until the last day of conducting the survey
15. Implementation report, implementation presentation	213 days
16. Archive	243 days
17. Data analysis methodology	123 days
18. Periodical progress reports on the results	Starting from the date of commencing the data analysis
19. Interim and final analytical reports of the survey findings, inter alia, with visualization of the results and recommendations based on the analysis	223 days for the interim report and 238 days for the final report with visualization
20. Presentation of the final findings and recommendations.	243 days

#### **E. Timing and Structure of Payments**

Payments shall be made according to the following payment schedule: lump sum inclusive of all expenses to be paid as follows:

10% - on Contractor's submission and the UNDP's acceptance of the deliverables 1-2 for the survey.

25% - on Contractor's submission and the UNDP's acceptance of the deliverables 3-4, 6-9 and 17 for the survey.

40% - on Contractor's submission and the UNDP's acceptance of the deliverables 5, 10-15, 18 of the survey.

25% - on Contractor's submission and the UNDP's acceptance of the deliverables 16, 19-20 of the survey.

#### **F. Skills and Competencies**

Offerors should provide a budget for the proposal and a detailed description of the proposed human resources and their source. Experience in the Armenian context is highly preferred; for those survey organizations not based in Armenia, description of how local engagement will be conducted is required.

#### **G. Additional materials required from Service provider organization**

The data collection must take place using CAPI. The Service provider is responsible for providing adequate tablets and accessories (power banks, adaptors, USB and data transfer cables), cloud storage (as applicable), and other survey materials for their enumerators and interviewers. This includes adequate tablets and accessories for each enumerator/interviewer and spare equipment in case of malfunction or loss. All equipment and supplies for data collection must be provided by the Service provider.

#### **H. Supervision**

The Service provider will report to Human Rights, Justice and Rule of Law Programme Manager and will work in close cooperation with the UNDP Justice Officer, the Chamber of Advocates and the Public Defender's Office. The Service provider will be required to adhere to the technical guidance of UNDP team.

#### **I. Intellectual Property**

The UNDP shall, solely and exclusively, own all rights in and to any work created in connection with this agreement, including all data, documents, information, copyrights, patents, trademarks, trade secrets or other proprietary rights in and to the work. The Service provider is not allowed to post or publish (electronically or in print) any project-related information without the explicit permission of the UNDP.

#### **J. Special Terms & Conditions / Specific Criteria**

Should an international Offeror associate with a local organization, the UNDP team reserves the right to interact directly with the local organization (and vice-versa). In such a situation, the local/international Offeror will always be copied on emails.

Offerors should provide budget estimates for the proposed work.

#### **K. Qualification Requirements of the Service Provider Company:**

The company and the team implementing the action will be required to comply with standard UN rules and regulations and meet the following criteria:

1. Proven experience in performing studies, surveys and analyses of similar scale and nature,
2. At least 5 years professional experience in conducting surveys via stakeholders interviews, face to face interviews, case study collection, focus group discussions, and at least 5 years professional experience in analyzing complex data, preparing reports and data visualization,
3. Proven experience in conducting trainings, mentoring and supervision,
4. Proven experience of working with diverse group of stakeholders, working experience with international organizations and state institutions is an asset.
5. The Company must have professional experienced staff with the following capacities and qualifications:
  - Good understanding of research ethics and the national system for approval of research

- projects;
- Knowledge about adaptation of survey instruments, including proper testing,
- Be experienced in using tablets/smartphones or other digital instruments in data collection, including having an established system for technical support;
- Predispose a pool of experienced enumerators that can do the data collection on relatively short notice, including an established practice for handling non-performers;
- Be able to handle logistical challenges concerning organisation, transport and communication during data collection;
- Have the capacity to handle data management;
- Fluent knowledge of Armenian. The Project manager should have good command of English.

### **Key Personnel Qualification Requirements:**

- **Project Manager/ Analyst** (for the full duration of the project) with at least 5 years of working experience in planning and implementation of large-scale surveys, studies and analysis, as well as in training of interviewers, organization and supervision of fieldwork and data quality control. The list of conducted surveys and publications (analytical reports, studies, etc.) for the last 5 years is required. Experience of conducting surveys in the legal field is an asset.
- **Data manager** (for up to 180 days) experienced in creation of statistical databases and data management - at least two created/managed databases of large-scale surveys should be mentioned for the period of 2017-2022.
- **Statistician** (for up to 70 days) with at least 5 years of experience in sampling and statistics analysis.
- **Sociologist or psychologist or a professional with a similar relevant background** (for up to 135 days) experienced in reviewing survey questionnaires, conduct of focus-group discussions and qualitative data processing/analysis.
- **Lawyer** (for up to 50 days) with at least 3 years of professional experience in the field of conducting legal research.
- **CAPI technician** (up to 143 days) with at least 5 years professional experience.
- **Logistician** (for up to 150 days) with at least 3 years of experience in managing logistics for conducting large-scale surveys.

The key personnel shall demonstrate qualities of sensitivity and adaptability to cultural, gender, religion, race, nationality and age; highest standards of integrity, discretion and loyalty, strong attention to detail and analytical aptitude; effective interpersonal, organisational, research and writing, reporting and presentation skills.

### **Non-key personnel:**

The Service provider will recruit and train enumerator(s) and supervisor(s) for the fieldwork (for up to 130 days in total).

**Enumerators** should possess a diploma or equivalent in Statistics, Economics, Social Sciences or other related field; have experience in data collection, administering questionnaires and conducting interviews. A high school diploma in combination with qualifying experience may be accepted in lieu of the professional diploma.

**Supervisors** should have a degree in Statistics, Economics, Social Sciences or other related field with at least 3 years of experience in data collections and analyses.

**Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL**  
(attached separately)

## **Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES**

(attached separately)