Request for Proposals (RFP) No. T001/20

Remote surveys (phone or SMS) with people affected by crisis in 5 humanitarian contexts

Ground Truth Solutions

Wohllebengasse 16/5, 1040, Vienna, Austria

Purpose of the RFP

Ground Truth Solutions intends to conduct phone / SMS surveys with people affected by crisis in 5 or more countries (listed on page 4 of this document) through one or more Service Providers to implement Ground Truth’s perception surveys remotely. This Request for Proposals (RFP) process is to establish global framework agreements.

Ground Truth Solutions seeks proposals from different service providers to conduct phone surveys. Ground Truth Solutions may select more than one provider, depending on capacity and geographic coverage.

Ground Truth Solutions invites qualified organisations to submit their proposals via email.

Who Should Apply?

Any company interested in becoming a service provider, with demonstrated experience in large-scale phone / SMS surveys, are encouraged to apply.

Questions and Answers

Written questions about this RFP process may be submitted via email to: louisa@groundtruthsolutions.org

All questions must be submitted by 4 June 2020 23:59 CEST. Responses will be provided by 8 June 2020.

Submission of proposals

All bids must fully answer all questions in the RFP. All required documentation must be submitted together with the quotation. Failure to complete any parts of this document, or failure to submit required documentation may result in elimination from the bid process.

Ground Truth accepts all formats for submission, provided they contain the information requested below.

Submissions should be emailed to: info@groundtruthsolutions.org

This address should not be used for any other correspondence and questions to this address will not be answered.

Those RFP submissions that are emailed must have the following in the Subject line:

“RFP No. T001/20”

RFP Submissions must be submitted no later than Friday 12 June 2020 at 23:59 CEST
RFP Timetable

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invitation to tender</td>
<td>29 May 2020</td>
</tr>
<tr>
<td>Questions sent to GTS by</td>
<td>4 June 2020</td>
</tr>
<tr>
<td>Replies sent to Suppliers by</td>
<td>8 June 2020</td>
</tr>
<tr>
<td>Supplier’s Proposal Submitted by</td>
<td>12 June 2020</td>
</tr>
<tr>
<td>Final Supplier(s) Selection</td>
<td>19 June 2020</td>
</tr>
<tr>
<td>Establish Contract</td>
<td>25 June 2020</td>
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</tbody>
</table>

Review of submissions

The review of all submissions will be done by a committee. Those accepted as Ground Truth Solutions Service Providers will then receive the ‘Terms of Reference’ (ToR) for individual projects.

The outcome of the review process will be advised to all those who submit RFP submissions by 19 June 2020.

**Ground Truth Solutions** will not be liable for any costs incurred by applicants through participation in the RFP process.

Under Ground Truth Solutions’ Anticorruption Policy all parties shall observe the highest standard of ethics during the procurement and execution of such contracts. Ground Truth Solutions will reject a Proposal if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

We look forward to your participation.

______________________
Konstantinos Liakos
Senior Finance Manager
SECTION I – GENERAL INFORMATION

I. CALL FOR PROPOSALS

Expressions of Interest are invited from service providers wishing to be shortlisted for Ground Truth Solutions’ phone (or SMS) surveys in 5 or more countries (listed on page 4 of this document). Depending on the level of interest and quality of application, more than one service provider might be selected.

II. THE REQUEST FOR PROPOSALS PROCESS

The objective of this RFP is to identify and select Service Providers that are interested in entering into the proposed agreement and that have suitable capacity, capability and experience to implement phone / SMS surveys.

Ground Truth Solutions will evaluate applications on the basis of requirements provided in this Request for Proposals.

Please ensure to provide all information requested below and annex A.

The Evaluation Committee will identify the applicants that it considers best meets the evaluation criteria and will recommend that these Service Providers be invited to complete the Terms of Reference.

The evaluation criteria for the RFP are:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Maximum value</th>
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<tbody>
<tr>
<td>1</td>
<td>Network and outreach in the identified countries and regions</td>
<td>Ability to leverage the network to reach the intended profiles of people to be surveyed, based on sample breakdowns</td>
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<tr>
<td>2</td>
<td>Cost per survey and efficiency gains</td>
<td>Demonstrated economies of scale based on the number of surveys and rounds of data collection. Terms of payment.</td>
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<tr>
<td>3</td>
<td>Proven quality and experience</td>
<td>Previous experience with humanitarian phone surveys or similar projects, quality of enumerator training and support system</td>
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<tr>
<td>4</td>
<td>Methodology</td>
<td>Per the specifications outlined in this document (see section D)</td>
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</tbody>
</table>

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Disclaimer

Ground Truth Solutions is not committed contractually in any way to those applicants whose applications are accepted. Contracts are subject to funding available, which may affect the countries and volume of data collection. Ground Truth Solutions may offer contracts to one or more service providers depending on geographic coverage and overall capacity to implement the specifications in this RFP.
SECTION II – BRIEF DESCRIPTION ABOUT THE SERVICE PROVIDER

The proposals should include a brief description of how your organization / company will carry out the phone surveys described.

Qualifying Conditions: The main criteria for admission to the bid are the companies having the following:

a) Tax Registration Certificate.
b) Ability to complete the work efficiently and adhere to GTS requirements.
c) Valid Quality Certificates (ISO etc.), if applicable.
d) Good track-record and references from previous clients. Preferably INGOs and/or UN Agencies.
e) Recognized bank account (The Organization will make all payments through bank transfers).

I. Service provider capacity

A. Brief Introduction of Service Provider

Please write short description about your organization/company (maximum 1/2 page)

B. Networking / Outreach:

Total number of offices / service centres in globally ________________

Total number of offices / service centres in the targeted countries (if relevant)
__________________________

Total Number of operators / enumerators_______________________________

Any other additional information about your network/ outreach:

C. Experience in conducting phone surveys

Briefly describe your experience conducting phone surveys in:

1) Nigeria
2) Central African Republic
3) Somalia
4) Yemen
5) Burkina Faso
6) Uganda
   • Additional countries include: Bangladesh, Iraq, Afghanistan, Haiti, Yemen
   • List other countries that you have experience in:
a. Please tell us with whom (services / partners) you have worked with.

b. Do you have any working experience with humanitarian organisations? If yes, please describe this experience below (completed projects and / or ongoing projects):

c. What type of respondents do you have in your system?
   i. What level of information does the phone bank contain? Profiles such as gender, displacement status, aid recipients, type of aid received, etc.
   ii. How do you obtain the phone numbers?

d. How many enumerators do you have available at any given time?
   i. What are the typical working hours for the enumerators? What is the average number of surveys you can conduct in a day?
   ii. How are the enumerators trained? (number of days, topics covered, level of input Ground Truth Solutions can provide)
   iii. What data quality control measures are in place during data collection?

e. What is your data protection policy?

f. Which data collection tool do you use?

D. Methodology and Sampling

Specify:

- How phone numbers are generated in the specified countries
- To what extent phone users down to administrative level 1-3 can be targeted
- How to minimize non-response bias
- Your abilities to use displacement and aid recipient status as screening criteria for being included in the sample
- How gender balance can be ensured
- The percentage levels of relevant target populations (aid recipients, displacement status, etc.) per administrative level that allow for cost-effective surveys, assuming displacement and aid recipient status as screening criteria
- Your ability to conduct phone surveys in various local languages and dialects
- Post-stratification methods used
- Examples of main challenges you faced conducting phone surveys in these countries and how your company addressed them (e.g. reaching intended participants, conducting phone surveys in local /multiple languages, retaining participants’ interest over the phone, etc.)

E. Data outputs and reporting

Ground Truth requires only (translated) raw data in a to-be specified CSV format consistent across countries and datasets. In case you have capacities to provide dashboards, please provide examples.

F. Costs per data collection round

Please provide a detailed budget breakdown of the cost per interview (or round of data collection for a survey of 500 people), assuming 3 rounds of data collection per country (to demonstrate economies of scale if applicable). If costs vary per country, please provide a financial breakdown for the countries with the highest and lowest costs, alongside an explanation for what factors determine how costs are calculated.
Offer – Budget Template

<table>
<thead>
<tr>
<th>Works as specified above</th>
<th>Cost per round of data collection in EUR</th>
<th>Cost for 3 rounds of data collections in EUR</th>
<th>VAT - Value Added Tax OR WHT – Withholding Tax that may apply</th>
<th>Total Cost per Country – 3 rounds with taxes</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
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<td>Country 1:</td>
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<td>Country 2:</td>
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II. Additional information

Please add any additional information you want to add in this RFP.
Appendix A – Acknowledgment

Date: _______________________

**Information about Bidder:**

Name of Company/Bidder: _______________________________________________________

Address: ______________________________________________________________________

Authorized Contact Person: _____________________________________________________

Phone: _______________________________________________________________________

Name(s) of primary owners: ______________________________________________________

Acknowledgement: As per our best of knowledge all the information provided by us in response to this RFP are correct and true.

We also understand that The Organization retains the right to accept or reject any RFP, select winner in accordance to its policies and regulations, not necessarily being the lowest bid. The Organization also retains the right to reject any or all proposals, if necessary without assigning any reason.

All costs related to participating in this RFP are the responsibility of the Bidder, and The Organization will not be responsible for such costs.

Company certifies that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g. European Union, European and United States Government, United Nations) competitive bid opportunities.

2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.

3. They have not been convicted of an offense concerning their professional conduct.

4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify, or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.

5. They have fulfilled obligations related to the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the work is to be performed.
6. They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.

7. They maintain high ethical and social operating standards, including:

- Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees.

- Provision of goods and services with the least negative impact on the environment.

- Humanitarian neutrality: Endeavouring to ensure that activities do not render civilians more vulnerable to attack or bring unintended advantage to any military actors or other combatants.

- Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

8. Company warrants that, to the best of its knowledge, no GTS employee, officer, consultant, or other party related to GTS has a financial interest in the Company’s business activities. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company’s Authorized Supplier status and disqualification of Company from participation in future GTS procurement.

Name, Surname

Company / Organisation

Signature, Stamp