



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM UNDP Azerbaijan 3, UN 50 th Anniversary str, Baku, Azerbaijan, AZ 1001	DATE: February 25, 2020
	REFERENCE: Design and carry out a survey to assess beneficiaries satisfaction and feedback from their participation in the programme, Project 00109290: "Creating Inclusive and Decent Jobs for Socially Vulnerable Groups"

Dear Sir / Madam:

We kindly request you to submit your Proposal for *Design and carry out a survey to assess beneficiaries satisfaction and feedback from their participation in the programme.*

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before *March 10, 2020 at 18.00 local Baku time* and via email below:

procurement.aze@undp.org

Your email shall bear the following information in the subject: "Proposal for Project 00109290, Design and carry out a survey to assess beneficiaries' satisfaction and feedback from their participation in the programme".

The Company is required to prepare and submit separately a Technical and Financial Proposals. The Financial proposal to be submitted in a password-protected file separate from the Technical Proposal. The password to financial proposal shall not be provided if not officially requested by UNDP.

The proposals should be duly signed and stamped.

The Technical proposal shall include:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.

- c) Latest Income Statement and Balance Sheet (either audited or approved by the tax office);
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- e) Certificates and Accreditation – including Quality Certificates, Quality Certificates, Patent Registrations, Environmental Sustainability Certificates etc., if any
- f) 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.
- g) Proposed methodology and workplan (please see details in with Annex 2, Clause B).
- h) List of personnel and their CVs (please see details in with Annex 2, Clause C)

The Financial proposal shall include:

- i) Cost breakdown per Deliverable (Annex 2, Clause D)
- j) Written statement confirming that VAT is excluded from financial offer.

Your Proposal must be expressed in the *English language*, and valid for a minimum period of **90 (ninety) days after the deadline for submission of proposals**.

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/business/protest-and-sanctions.html>

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.

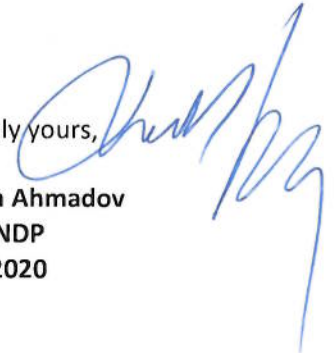
UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of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

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Subhan Ahmadov
OM, UNDP
25.02.2020



Description of Requirements

Context of the Requirement	<p>UNDP has initiated a new partnership with the Ministry of Labour and Social Protection of the Population (MLSPP) in the area of inclusive employment. The project "Creating Inclusive and Decent Jobs for Socially Vulnerable Groups" will support the design and implementation of a pilot measure for promoting self-employment of persons with disabilities. The Project is implementing in 12 regions of the country (Ganja, Mingachevir, Sumgayit, Shamkir, Zagatala, Goychay, Barda, Shamakhi, Fizuli, Absheron, Sabunchu and Binagadi).</p> <p>More specifically the project will: i) support 700 unemployed persons with disabilities to develop entrepreneurial capacities for running their own business; ii) provide small grants to 500 persons with disabilities to set up sustainable businesses and become self-employed; iii) enhance the capacities of the relevant local actors and trainers in social and work-oriented rehabilitation related skills; iv) promote local partnerships and mentoring schemes for motivating persons with disabilities and other economically and socially vulnerable individuals, to become more actively involved in the labour market and government supported Active Labour Market Programmes (ALMPs); v) enhance the implementation and monitoring capacities of MLSPP and SES to execute effective ALMPs.</p> <p>At the end of the 1st year of the project, the beneficiary satisfaction survey will be implemented to assess the quality and impact of the ALMMs targeting vulnerable groups implemented as pilot programmes. Applications for participation in the programme were received from 1212 persons with disabilities. 700 participants were selected for participation based on the information provided in their applications, however part of them was then declined by Medical Examination Commission, some others did not show interest in participation or were out of reach when contacted for invitation. 525 participants completed the training programmes by the end of 2019. The participants were delivered two training programmes: 1) Soft Skills training covering psycho-social support and build communication skills, stress management and other skills among trainees; 2) Business Skills training covering entrepreneurship and business plan development programme. The breakdown for each region follows below. It is expected that another 255 people will participate in the training programme in 2020.</p>																																					
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	Total	129	88	525

The training programme started with around 553 persons, some participants dropped out the training process, some others completed the training programme, but did not show interest to participate at the next steps.

The table below shows the number of participants in each region planned for 2020.

No	Region	Number
1	Barda	45
2	Ganja	60
3	Mingechevir	30
4	Binegedi	60
5	Sumgayit	60
	Total	255

Implementing Partner of UNDP	Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan
Brief Description of the Required Services	<p>In the scope of this project, UNDP will hire a survey firm (Consultant) to work under the direct supervision of UNDP's Project Manager and in close coordination with the Entrepreneurship Specialists on all aspects related to the beneficiary satisfaction survey activities.</p> <p>A complete beneficiary satisfaction survey shall be conducted using a representative and random sampling approach, taking into account number of regions, number of participants in each region, proportion of male and female participants and youth. It is expected that survey will take on average 30 minutes per household to implement. Information will be collected through interviews as well as direct observation. Detailed survey questions will be elaborated during the preparation of the inception report and shall be cleared with the project before used in the survey. The survey shall cover all processes starting from the application process and ending up with the quality of interactions with the involved stakeholders during establishment and implementation of the businesses. The survey should cover also those quitting the process at the different stages, i.e. those who submitted an application and were selected, but later refused to participate at the training process, those who came to training, but quitted after couple of days, those who completed the training, but refused to submit a business plan, etc.:</p>

	<ul style="list-style-type: none"> • Develop a composite measure of beneficiary satisfaction and use it to determine the overall rating of- satisfaction; • Develop a questionnaire(s) to conduct a survey; • Test the questionnaire with a small focus group; • Conduct the beneficiary survey; • Determine the quality of service delivery; • Identify whether expectations are being met or otherwise; • Identify future intentions of beneficiaries; • Identify gaps in service delivery; • Propose service improvement measures; • Prepare and deliver a comprehensive report detailing the methodology, findings, and recommendations from the assessment; and • Deliver an electronic database of all responses – this database should include the questions, answers, names, age, sex, occupation, place of living, proposed business plans of respondents etc.
List and Description of Expected Outputs to be Delivered	<p>The assignment will have two major outputs in the form of reports.</p> <ul style="list-style-type: none"> • Inception Report with detailed survey questionnaires (tentatively by April 15, 2020) • Final Report, including survey results and recommendations for the service improvement measures (by June 8, 2020).
Person to Supervise the Work/Performance of the Service Provider	Project Manager in consultation with Project Entrepreneurship Specialists / Project Monitoring Officers
Frequency of Reporting	<p>Two reports to be submitted:</p> <ol style="list-style-type: none"> 1) Inception report – within 15 days after commencement of services 2) Final report – at the end of contractual period.
Progress Reporting Requirements	<ul style="list-style-type: none"> • Inception Report will be reviewed and commented, if any, by the Project Manager and Entrepreneurship Specialists/Monitoring Officers. The Firm shall revise and send for approval the Inception Report within 7 (seven) days after receiving the comments, if any. • Final Report will be reviewed and commented, if any, by the Project Manager and Entrepreneurship Specialists/Monitoring Officers. The Firm shall revise and send for approval the Final Report within 7 (seven) days after receiving the comments, if any.
Location of work	<input checked="" type="checkbox"/> Exact Addresses: 12 regions - Binagadi (Baku), Sabunchu (Baku), Absheron, Sumgayit, Zagatala, Ganja, Shamkir, Mingechevir, Goychay, Shamakhi, Barda, Fizuli. <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	90 (ninety) days
Target start date	March 18, 2020
Latest completion date	June 8, 2020

Travels Expected	<p>Travels are expected to 12 regions referred to above.</p> <p>The Firm shall schedule the trips to these regions to conduct surveys, provided that they are within the required contract implementation period and time allocated for data processing, analysis and reporting is reasonable.</p>
Special Security Requirements	<p><input type="checkbox"/> Security Clearance from UN prior to travelling</p> <p><input type="checkbox"/> Completion of UN's Basic and Advanced Security Training</p> <p><input type="checkbox"/> Comprehensive Travel Insurance</p> <p><input checked="" type="checkbox"/> Others: Contractor's responsibility</p>
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<p><input type="checkbox"/> Office space and facilities</p> <p><input type="checkbox"/> Land Transportation</p> <p><input checked="" type="checkbox"/> Others: None</p>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<p><input checked="" type="checkbox"/> Required</p> <p><input type="checkbox"/> Not Required</p>
Names and curriculum vitae of individuals who will be involved in completing the services	<p><input checked="" type="checkbox"/> Required</p> <p><input type="checkbox"/> Not Required</p>
Currency of Proposal	<p><input type="checkbox"/> United States Dollars</p> <p><input type="checkbox"/> Euro</p> <p><input checked="" type="checkbox"/> Local Currency</p> <p>Prices may be quoted in a currency other than the Azerbaijani Manat AZN. However, for the purposes of comparison of all quotations, the UNDP will convert the currency quoted in the proposal to Azerbaijani Manat AZN, in accordance with the prevailing UN Operational Rate of Exchange at the deadline for the submission of proposals.</p>
Value Added Tax on Price Proposal	<p><input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes</p> <p><input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes</p>
Validity Period of Proposals	<p><input type="checkbox"/> 60 days</p> <p><input checked="" type="checkbox"/> 90 days</p>

<i>(Counting for the last day of submission of quotes)</i>	<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 <input type="checkbox"/> Permitted											
Payment Terms	<table border="1" data-bbox="459 651 1318 1086"> <thead> <tr> <th data-bbox="459 651 635 723">Outputs</th> <th data-bbox="635 651 847 723">Percentage</th> <th data-bbox="847 651 1023 723">Timing</th> <th data-bbox="1023 651 1318 723">Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td data-bbox="459 723 635 898">Inception Report</td> <td data-bbox="635 723 847 898">25% of the total contract price</td> <td data-bbox="847 723 1023 898">May 2020</td> <td data-bbox="1023 723 1318 1086" rowspan="2"> 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. </td> </tr> <tr> <td data-bbox="459 898 635 1086">Final Report</td> <td data-bbox="635 898 847 1086">75% of the total contract price</td> <td data-bbox="847 898 1023 1086">June 2020</td> </tr> </tbody> </table>	Outputs	Percentage	Timing	Condition for Payment Release	Inception Report	25% of the total contract price	May 2020	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.	Final Report	75% of the total contract price	June 2020
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Final Report	75% of the total contract price	June 2020										
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Project Manager / Project Entrepreneurship Specialists / Project Monitoring Officers / UNDP staff											
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract											
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution). Minimum threshold for technical proposals 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											

	<p>services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</p>
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm: 20%</p> <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Objectives of the Assignment and Timeliness of the Implementation Plan: 50%</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel: 30%</p> <p><i>(for details of evaluation criteria please see the Evaluation section of the Terms of Reference)</i></p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received.</p> <p>Lowest Proposal ----- x 30 Proposed Proposal</p> <p>Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal); T + P = 1; S = St x T% + Sf x P%.</p> <p>The contract will be awarded to the firm whose proposal will obtain the highest aggregate score based on the technical and financial evaluation.</p> <p>If a company passes 70% minimum threshold as a result of technical evaluation, then UNDP will officially request the companies passing 70% to provide their passwords for financial proposal. The companies not gaining 70% for technical evaluation will not pass to the next stage of evaluation and their passwords will not be requested.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors</p>
Contract General Terms and Conditions ¹	<p><input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>

¹ 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.

Annexes to this RFP.	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others
Contact Person for Inquiries (Written inquiries only)	<p>Mr. Rovshan Badalov, Project Procurement Specialist UNDP Project <u>rovshan.badalov@undp.org</u> with copy to procurement office of UNDP, Azerbaijan <u>procurement.aze@undp.org</u></p> <p><i>All questions shall bear in subject the following information:</i> "INQUIRY. Project 00109290. Design and carry out a survey to assess beneficiaries' satisfaction and feedback from their participation in the programme"</p> <p><i>Without this reference the inquiries may be not timely identified and responded.</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	None

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[insert: Location]

[insert: Date]

To: Mr. Subhan Ahmadov, OM, UNDP

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 February 25, 2020, 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) *Latest Income Statement and Balance Sheet (audited or approved by the tax office) to indicate its financial stability, liquidity, credit standing, and market reputation, etc.*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc., if any.*
- f) *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.*

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. In addition, the Service Provider shall submit a detailed work plan aligned with the proposed methodology.

² *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

C. **Qualifications of Key Personnel**

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.*

D. **Cost Breakdown per Deliverable***

	Deliverables	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Deliverable 1 – Inception Report	25%	
2	Deliverable 2 – Final Report	75%	
	Total	100%	

**This shall be the basis of the payment tranches. The financial offer shall exclude VAT.*

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



TERMS OF REFERENCE

Date: February 25, 2020

Country: Azerbaijan

Description of the assignment: Design and carry out a survey to assess beneficiaries' satisfaction and feedback from their participation in the programme.

Project name: Creating Inclusive and Decent Jobs for Socially Vulnerable Groups

Period of assignment/services: 18 March 2020 – 8 June 2020

Proposal should be submitted by email to procurement.aze@undp.org no later than March 10, 2020, 18.00 local time.

Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Associate will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.

1. BACKGROUND:

UNDP has initiated a new partnership with the Ministry of Labour and Social Protection of the Population (MLSP) in the area of inclusive employment. The project "Creating Inclusive and Decent Jobs for Socially Vulnerable Groups" will support the design and implementation of a pilot measure for promoting self-employment of persons with disabilities. The Project is implementing in 12 regions of the country (Ganja, Mingachevir, Sumgayit, Shamkir, Zaqatala, Goychay, Barda, Shamakhi, Fizuli, Absheron, Sabunchu (Baku) and Binegedi (Baku)).

More specifically the project will: i) support 700 unemployed persons with disabilities to develop entrepreneurial capacities for running their own business; ii) provide small grants to 500 persons with disabilities to set up sustainable businesses and become self-employed; iii) enhance the capacities of the relevant local actors and trainers in social and work-oriented rehabilitation related skills; iv) promote local partnerships and mentoring schemes for motivating persons with disabilities and other economically and socially vulnerable individuals, to become more actively involved in the labour market and government supported Active Labour Market Programmes (ALMPs); v) enhance the implementation and monitoring capacities of MLSP and SES to execute effective ALMPs.

At the end of the 1st year of the project, the beneficiary satisfaction survey will be implemented to assess the quality and impact of the ALMMs targeting vulnerable groups implemented as pilot programmes. Applications for

participation in the programme were received from 1212 persons with disabilities. 700 participants were selected for participation based on the information provided in their applications, however part of them was then declined by Medical Examination Commission, some others did not show interest in participation or were out of reach when contacted for invitation. 525 participants completed the training programmes by the end of 2019. The participants were delivered two training programmes: 1) Soft Skills training covering psycho-social support and build communication skills, stress management and other skills among trainees; 2) Business Skills training covering entrepreneurship and business plan development programme. The breakdown for each region follows below. It is expected that another 255 people will participate in the training programme in 2020.

The table below shows the number of participants in each region disaggregated by gender.

No	Region	Women	Youth	Total Certificates Awarded
		Number	Number	
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The training programme started with around 553 persons, some participants dropped out the training process, some others completed the training programme, but did not show interest to participate in the next steps.

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	Total	255

2. OBJECTIVES, SCOPE, COVERAGE AND DELIVERABLES

OBJECTIVES

Major objective of the proposed survey is: (i) to measure the satisfaction level of beneficiaries and (iii) to identify needs and areas for improving overall satisfaction of the beneficiaries.

SCOPE OF WORK OF THE ASSIGNMENT:

In the scope of this project, UNDP will hire a survey firm (Consultant) to work under the direct supervision of UNDP's Project Manager and in close coordination with the Entrepreneurship Specialists on all aspects related to the beneficiary satisfaction survey activities.

A complete beneficiary satisfaction survey shall be conducted using a representative and random sampling approach, taking into account number of regions, number of participants in each region, proportion of male and female participants and youth. It is expected that survey will take on average 30 minutes per household to implement. Information will be collected through interviews as well as direct observation. Detailed survey questions will be elaborated during the preparation of the inception report and shall be cleared with the project before used in the survey. The survey shall cover all processes starting from the application process and ending up with the quality of interactions with the involved stakeholders during establishment and implementation of the businesses. The survey should cover also those quitting the process at the different stages, i.e. those who submitted an application and were selected, but later refused to participate at the training process, those who came to training, but quitted after couple of days, those who completed the training, but refused to submit a business plan, etc.

The Consultant must undertake the following activities:

- Develop a composite measure of beneficiary satisfaction and use it to determine the overall rating of satisfaction;
- Develop a questionnaire(s) to conduct a survey;
- Test the questionnaire with a small focus group;
- Conduct the beneficiary survey;
- Determine the quality of service delivery;
- Identify whether expectations are being met or otherwise;
- Identify future intentions of beneficiaries;
- Identify gaps in service delivery;
- Propose service improvement measures;
- Prepare and deliver a comprehensive report detailing the methodology, findings, and recommendations from the assessment; and
- Deliver an electronic database of all responses – this database should include the questions, answers, names, age, sex, occupation, place of living, proposed business plans of respondents etc.

Methodology

An appropriate mix of qualitative and quantitative methods will be used to gather and analyze data/information, in order to diverse perspective to the baseline. Final detailed methodology should be developed in consultation with the project team. Data triangulation is required to ensure the credibility and accuracy of data/ information gathered through various tools.

Survey Locations

Survey locations are 12 regions listed above.

Coverage

The survey should cover, among others, the following areas:

- Level of satisfaction with the quality of the whole process and quality of interactions with the various involved parties during the whole process (Employment Centers, trainers, training participants, project staff, venue staff):

- **Application stage:** How the beneficiaries found an information about the programme? How the application was submitted? Did they approach employment centers for submitting applications? Were they provided assistance in filling out the applications? What information were they provided about the programme? What means /sources of communication do they consider most appropriate for this kind of announcements? Was the application form easy for understanding and filling out? What documents were they required to submit and to what extend it was easy to collect them? Would they prefer submission of applications electronically or do they tend to traditional paper forms? and so forth
- **Call to the training:** How was the participant informed on the admission to the training? Was the nature of the message informative or forcing? How short was the notification period and if it affected his/her decision to participate? Etc.
- **Training stage:** This should cover all aspects of the training: trainers, training materials, venue, catering services, monitoring specialists, employment centers etc.
- **Business plan development stage:** This shall cover quality of interactions with the involved parties during development of the business plans process.
- **Business plan evaluation stage:** interactions with evaluators, project staff, trainers, employment centers etc.
- **Business plan approval stage**
- **Business establishment stage**
- **Procurement and delivery of assets stage**
- **Implementation stage.**

Deliverables

Inception Report – This Report should include study methodology, such survey details as sampling methods, calendar for the survey in the regions, data entry forms, arrangements planned for supervision and validation and validation of the collected data, related tasks and reporting structure. The way of sampling should indicate that representative samples from each group of the beneficiaries will be selected. To this end, appropriate sampling weights must be provided in the Inception Report.

Also, separate questionnaire forms will be prepared and presented as part of the Inception Report.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

The Firm should have the following experience and qualifications:

- Not less than 5 years of experience in design and implementation of the surveys, with a reference to at least 3 projects of similar scope and value, indicating the firm's experience and track records on conducting the satisfaction survey;
- Experience in designing, developing and implementing at least three surveys of similar nature in social sector;
- Capacity to mobilize resources in 12 geographically distinct regions covering 4-5 regions simultaneously and availability of resources (adequate liquidity, hardware, software and logistics) for conducting such surveys;

Indicative qualifications for the survey key experts are as follows:

Role and Input Required	Main Tasks	Minimum qualification and professional experience required
Team Leader (3 man/month)	Lead, manage and supervise the survey in the holistic manner, apply coordinated approach to the work of other team members, conduct data analysis and write reports, be ultimately responsible for the firm's deliverables and quality assurance.	At least Bachelor's degree in Business, Management or Marketing; having an experience of leading large-scale surveys; having at least 5 Years of experience in heading research projects.
Data Analyst (2 man/month)	Verify the accuracy of survey data, data quality control, data entry management and data analysis.	At least Bachelor's degree in relevant subject with minimum 3 years of data analytics experience in the relevant field.
Sociologist (1.5 man/month)	Design and develop the questionnaire, train the field surveyors on assumptions of the behavioral approach in view of the psychological condition of the beneficiaries, manage the social aspects of surveying process.	At least Bachelor's degree with 3 years of experience in social research and advising.

EVALUATION

The proposals will be evaluated based on the following criteria:

Highest Combined Score

Weighted Technical Evaluation:

Expertise of the Firm: 20%

Methodology, Its Appropriateness to the Objectives of the Assignment and Timeliness of the Implementation Plan: 50%

Management Structure and Qualification of Key Personnel: 30%

Total weight: 100%

I. Expertise of the Firm: 20 points

- Not less than 5 years of experience in design and implementation of the surveys, with a reference to at least 3 projects of similar scope and value, indicating the firm's experience and track records on conducting the satisfaction survey – **15 points**;

- Experience in designing, developing and implementing at least three surveys of similar nature (in social sector); **5 points**

II. Methodology, Its Appropriateness to the Objectives of the Assignment and Timeliness of the Implementation Plan: 50 points

- Adequacy of the proposed approach and methodology; **30 points**

- Timeliness of the Implementation Plan; **20 points**

III. Management Structure and Key Personnel: 30 points

- Management structure – appropriateness of the proposed quality assurance mechanism; **5 points**

- Qualification of Key Personnel; **25 points**

a) Team Leader; 9 points

b) Data Analyst; 8 points

c) Sociologist; 8 points

Note: Maximum possible score is 100 points. In order to be eligible for financial evaluation, the firm's proposal has to score at least **70 points** (70% of maximum possible score)

Financial Criteria – (30% of total evaluation – maximum 30 points):

The proposal with the lowest price will receive the maximum of 30 points. Other proposals with higher prices will receive their respective scores according the following formula:

$$\frac{\text{Lowest Proposal}}{\text{Proposed Proposal}} \times 30$$

Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1; S = St x T% + Sf x P%.

The contract will be awarded to the firm whose proposal will obtain the highest aggregate score based on the technical and financial evaluation.

6. TIMEFRAME FOR COMPLETION OF DELIVERABLES

Deliverable 1

Inception report with detailed survey questionnaires (tentatively by April 15, 2020)

Deliverable 2

Final report, including survey results and recommendations for the service improvement measures (by June 8, 2020)

7. PAYMENT SCHEDULE:

Payment will be done in two installments upon completion of deliverables:

1st installment – 25% of the total contract price for Deliverable 1, upon completion of Deliverable 1;

2nd installment – 75% of the total contract price for Deliverable 2, upon completion of Deliverable 2.

8. MONITORING AND EVALUATION:

Project Manager is responsible for monitoring and evaluation of all deliverables.

9. LOCATION

Assignment will be conducted in all pilot regions.

10. REPORTING

The consultant will provide reports on deliverables and recommendations to Project Manager and Entrepreneurship Specialists / Monitoring Officers. The consultant will report at the end of the contractual period to UNDP's Project Manager.