

REQUEST FOR PROPOSALS

Procurement Number:	EURASIA2021PSOPS06o
Open Date:	March 22, 2021
Questions Deadline:	March 29, 2021
Closing Deadline:	April 2, 2021
Geographical Area Restrictions:	110
Point of Contact:	Glaflira Sydorchenko, Procurement Specialist (gtsydorchenko@iri.org)

Background

The International Republican Institute (IRI) is a nonprofit, nonpartisan, organization dedicated to advancing freedom and democracy worldwide. Since 1983, IRI has worked to develop democratic institutions and ideals, carrying out a variety of international programs to promote freedom, self-government and the rule of law worldwide. IRI provides technical assistance in the areas of political party strengthening, developing civic institutions and open elections, promoting democratic governance and advancing the rule of law.

IRI will work with a trusted quantitative research firm to conduct intercept interviews at service centers near the line of control with NGCAs with the residents crossing the line of control from the non-government-controlled area (NGCA) of Donetsk and Luhansk oblasts and Crimea to the government-controlled area (GCA) of Ukraine, and IDPs living in Luhansk, Donetsk, Kharkiv and Kherson oblasts. It will provide the Institute and relevant Ukrainian government officials with a better understanding of the sentiments of Ukrainians living in these areas.

Period of Performance

Date of signature until June 30, 2021.

Statement of Work

QUANTATIVE RESEARCH IN UKRAINE

Intercept Interviews on Administrative Services in Ukraine

OBJECTIVES OF THE RESEARCH

This study seeks to understand the perceptions held by NGCA residents and IDPs who use administrative service centers of Ukrainian government services (e.g., to pick up a pension check, to register for a biometric passport, or to register the death or birth of a relative), their attempts to access government services, and the information available to residents in the non-government-controlled areas about government services.

It is IRI's preference that data collection for this survey is conducted through face-to-face interviews (PAPI/CAPI). Should this be impossible or inadvisable, IRI will accept proposals for phone interviews (CATI.)

IRI'S INFORMATIONAL NEEDS

IRI needs to:

- a) **Understand how users of administrative service centers from the NGCA perceive administrative services in government-controlled areas (GCA) in Ukraine.** Specifically, what services they use and how often they receive these services. How do they think these services could be better administered or streamlined?
- b) **Understand what sources or messages they have seen that encourages them to use services in Ukraine.** What are their main sources (media outlets on any platform, other people or institutions) of information about services offered by the Government of Ukraine? In particular, which if any online sites (web, social media) have they found valuable to their understanding of obtaining administrative services?

Scope of Work:

Below is a breakdown of the key responsibilities of the winning bidder. IRI will provide the following inputs for the contractor to field the survey:

- a) Target population (users of the administrative service centers)
- b) Four oblasts in which to interview users at selected sampling sites: Luhansk, Donetsk, Kharkiv and Kherson.

General Responsibilities of Bidder. The bidder shall be responsible for the project design and execution, including the following specific tasks:

- a) Translating, formatting, pre-testing, adaptation, and printing or programming the questionnaire;
- b) Development of a Sampling Methodology;
- c) Training supervisors and interviewers;
- d) Arranging and supervising all aspects of fieldwork;
- e) Entering and processing the survey data, including data cleaning and encoding survey responses;
- f) Ascertaining the representativeness of the sample and weighting the data, if necessary;
- g) Providing of all collected data in SPSS format in English;
- h) Providing a technical report as well as 3-5 page analytical report in English and Ukrainian with findings from the survey.

(1) Questionnaire. IRI will provide a draft questionnaire and the bidder will provide input, such as a need for rephrasing certain terms for local context.

IRI requests translation into Russian. Translations will be reviewed and approved by IRI.

Full versions should be printed, and interviewers should be allowed to code the questionnaire in the interview language, unless CAPI devices are used. The questionnaire may call for showcards, which need to be printed in all translated languages. The estimated average interview duration is five to ten minutes.

The questionnaire shall be pre-tested by the bidder prior to the commencement of any fieldwork. No less than 20 pre-test interviews shall be conducted and in surveys with translations into multiple language, no less than 10 interviews per language. The bidder shall provide IRI with a written report of the results of the pre-test, along with details of any problems encountered and suggested remedies, prior to the commencement of any fieldwork.

(2) Sampling Methodology. IRI requires a diverse, non-biased sample of users of the Administrative Service Centers (including, but not limited to TsNAPS, "Document", State Migration Services, Pension Fund), age of 18 or older, that is representative of the population of the survey universe. Planned exclusions of the population of the survey universe (e.g. geographic, linguistic, without access to phones etc.) must be discussed during sample design stage. In each of the four oblasts, the bidder will station interviewers at Administrative Service Centers where citizens access services. Interviewers will intercept respondents as they conclude their interactions with the service center. It is imperative that the intercept sampling protocol seeks to minimize bias, for example by covering a variety of days of the week and times and being willing to arrange for off-site interviews at a different time if an intercepted respondent is willing to participate but is unable to do at the time of the intercept. In total, the sample will be n=400 in each of the four oblasts at various administrative service centers, including TsNAPs.

Should face to face interviews be impossible, IRI's preferred approach to CATI sampling is list-based, provided that recent sampling frame data exists in form of listings of all phone numbers (landline and mobile, incl. of all major mobile phone service providers). Alternatively, IRI accepts an RDD approach, ideally with some stratification, e.g., by area code, followed by screening questions to identify users of Administrative Service Centers.

A detailed sampling methodology shall be submitted to IRI prior to fieldwork.

(3) Fieldwork. Interviews shall be conducted by experienced field workers who shall be thoroughly briefed by bidder prior to commencement of any fieldwork. IRI may send a representative to observe training and/or some interviews. The bidder shall ensure that interviewers are thoroughly familiar with respondent selection procedures, and the structure of the questionnaire, including routing and filtering. Interviewer training shall include practice sessions in administering the questionnaire. All interviewers must have at least completed secondary education and must be fully fluent (reading and speaking) in the language(s) in which they are to administer the interviews. A minimum of 10% of interviews shall be back checked or accompanied by a team supervisor.

It is desirable that the interviews shall be face-to-face. IRI prefers questionnaire administration via CAPI but is open to paper-and-pencil questionnaire administration if CAPI use is not feasible or advisable.

Respondent selection must be tracked on a contact tracking sheet or similar—this will be needed to calculate the response rate.

For CATI interviews, the bidder will need to disclose the anticipated response rate. Should this anticipated response rate be less than 50% among qualified potential respondents (i.e. users of Administrative Service Centers), the bidder will list in the proposal additional steps that will be taken to boost response rates, e.g. additional call-backs, opening the call-center during additional hours, etc.

Informed consent (oral is acceptable unless country laws require written) must be sought prior to commencing the interview. IRI will provide draft informed consent language to the bidder and this template may be updated by the bidder to conform with the country's legal requirements.

(4) Respondent Security. The bidder will be responsible for ensuring respondent privacy and security, including that respondents shall not incur negative consequences from interview cooperation once they returned to the NGCAs. In temporary service centers set up near the line of control, the bidder is responsible for identifying a private and safe location for interviews.

(5) Data Processing. The bidder shall be responsible for data entry with a 10% double-punch standard (if using paper and pencil questionnaires), cleaning, and processing, including development and implementation of a coding scheme for all open-ended questions. The bidder shall supply data to IRI as a clean, fully labeled in English SPSS “*.sav” file, with a complete data dictionary of variable names and value labels. There shall be one data record for each respondent and records shall be of fixed length. Each record shall include a unique respondent ID number, interviewer ID number, interview duration, Sampling Location (only for face-to-face interviews), and date of interview. Each record shall include demographic information about the respondent, including gender, exact age, and education level.

(6) Technical Report. When delivering data, the bidder shall provide a Technical Report which shall include the following:

- i) A complete sampling plan, including list of sampling points and number of interviews conducted at each service center (only for face to face interviews).
- j) Details of response rates, including tabulation of unsuccessful interview attempts by sampling point, with reasons for non-response (i.e., respondent refusal, etc.).
- k) A brief report on survey operations including any practical difficulties encountered in carrying out the survey.
- l) Any abnormalities encountered during data QC, including but not limited to suspicious patterns by interviewer ID (e.g. usually fast completion rates)

(7) PowerPoint Presentation.

The bidder will provide a presentation with a chart for every interview question. A template (already completed with historic data for trend charts if applicable) will be provided by IRI.

DELIVERABLES:

The deliverables to be provided by the contractor are as follows:

- a) Sampling methodology;
- b) Copies of final questionnaire, as fielded, in English and Russian;
- c) Calendar/timeline;
- d) Pre-test report;
- e) Intercept face-to-face interviews (CAPI/PAPI) or
- f) Phone interviews (CATI);
- g) All collected data in SPSS format in English;
- h) Technical report on the results;
- i) PowerPoint Presentation in English and Ukrainian.

Technical Proposals

All proposals submitted to IRI must include:

- 1. Information addressing Bidder's experience in providing each of the services identified in the above Statement of Work and Bidder's proposed specific approach for providing those services to IRI under this contract, including sufficient information to determine a clear definition of services as it relates to other providers that may be involved.
- 2. The name, address, and telephone and facsimile numbers of the Bidder (and electronic address if available). If the Bidder is a firm, name(s) should be provided for individuals authorized to conduct business on behalf of the firm.
- 3. Bidders may provide a list of up to three references for work performed of a similar nature during the last three years, along with contact details. IRI may contact the references to evaluate past performance.
- 4. If the Bidder is a U.S. organization/resident, or a foreign organization/resident which has income effectively connected with the conduct of activities in the U.S. or has an office or a place of business or a fiscal paying agent in the U.S., the information submitted must contain Bidder's Taxpayer Identification Number.
- 5. The bidder's registration documents (including English translations) and bank details; bidder must have an USD account.
- 6. Proposals will not exceed 10 pages (not including cover page) in 12-point font (either Cambria or Times New Roman Font) with standard 1-inch margins. All applications must be in English.
- 7. Proposals must include the following:
 - a. An analysis of the current political and judicial context as related to the Scope of work. Applicant should explain how political and social sensitivities could affect the fielding and dissemination of the survey.
 - b. A description of the organization's past performance and an explanation of how previous experience prepares it to implement the Scope of work. Applicants will cite any past intercept sampling surveys (CAPI/PAPI and/or CATI) they conducted.
 - c. A proposed methodological approach to implement the quantitative research outlined in the Scope of work. Please note the methodology will be finalized in consultation with IRI's Director of survey research.
 - i. Describe sampling methodology.
 - ii. Provide anticipated response rate.

- iii. Describe fieldwork quality control (direct observation, personal backchecks, phone backchecks etc.).
 - iv. Describe data entry and data checks protocol (e.g., checks for duplicate entries, logic checks etc.).
 - v. Describe anticipated challenges if any.
 - vi. Explain the potential impact of the COVID-19 on your firm's operations, personnel, research participants and how you plan to mitigate the risks.
8. Bidders must:
- a. Have at least two years of experience conducting public opinion research in Ukraine.
 - b. Have fluency in English, Ukrainian, and Russian.

Price Proposals

Bidders must propose a firm-fixed Unit Price for each of the deliverables identified below and in the format of the table below. The Bidder's pricing must be valid for at least 60 (sixty) calendar days after the due date for proposal submission. The proposed price should include all necessary expenses for conducting the intercept interviews, including but not limited to selection and screening of participants, training of interviewers, and reporting and briefing of survey results. If possible, bidders should also provide proposed prices for conducting telephone interviews in the case that in-person interviews are not possible due to COVID-19 quarantine regulations in Ukraine. The bidder shall mention whether the prices include VAT or not. To the extent that a Bidder proposed to include any pricing not reflected in the table below, such pricing must be fully described in the proposal. Proposals must be submitted in U.S. Dollars (USD), payments under any resulting contract will be made in this currency.

Deliverable	Cost, in USD (CAPI/PAPI)	Cost, in USD (CATI)
Sampling methodology design		
Questionnaire: <ul style="list-style-type: none"> • Pre-test report • Final (field version) copies of English questionnaire and translation(s) 		
All collected data in SPSS format in English		
Technical Report		
PowerPoint Presentation		
Total amount, in USD		

No reimbursement allowed.

Evaluation and Award Process

1. IRI may contact any Bidder for clarification or additional information, but Bidders are advised that IRI intends to evaluate the offers based on the written proposals, without discussions, and reserves the right to make decisions based solely on the information provided with the initial proposals. IRI may but is not obligated to conduct additional

- negotiations with the most highly rated Bidders prior to award of a contract and may at its sole discretion elect to issue contracts to one or more Bidders.
2. Mathematical errors will be corrected in the following manner: If a discrepancy exists between the total price proposed and the total price resulting from multiplying the unit price by the corresponding amounts, then the unit price will prevail and the total price will be corrected. If there is a discrepancy between the numbers written out in words and the amounts in numbers, then the amount expressed in words will prevail. If the Bidder does not accept the correction, the offer will be rejected.
 3. IRI may determine that a proposal is unacceptable if the prices proposed are materially unbalanced between line items or sub-line items. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more contract line items is significantly overstated or understated as indicated by the application of cost or price analysis techniques. A proposal may be rejected if IRI determines that the lack of balance poses an unacceptable risk.
 4. IRI will conduct a source selection based as follows:

IRI intends to make an award to the responsible Bidder based on the following evaluation factors:

- a) Technical evaluation, (including technical capabilities, proposed technical approach, and personnel qualifications) – 50 percent
 - a. *Proposed technical approach (15 percent)*
 - b. *Personnel qualifications (15 percent)*
 - c. *Ability to carry out the Scope of work (20 percent)*
- b) Past performance and experience in performing similar projects – 20 percent
 - a. *Analysis of previous samples of work (20 percent)*
- c) Price – 30 percent

IRI intends to evaluate Bidders' proposals in accordance with these factors and make an award to the responsible Bidder whose proposal is most advantageous to the program.

5. If a cost realism analysis is performed, cost realism may be considered in evaluating performance or price.

Submission Instructions

Bids must be submitted via email to Glafira Sydorchenko, at gsydorchenko@iri.org with the subject line "EURASIA2021PSOPS06o RFP" by the deadline listed above.

RFP Terms and Conditions

1. Prospective Bidders are requested to review clauses incorporated by reference in the section "Notice Listing Contract Clauses Incorporated by Reference".
2. IRI may reject any or all proposals if such is within IRI's interest.
3. Proof of costs incurred, such as but not limited to receipts, pictures and financial documents, may be requested during and for up to three years after the end of the contract period.
4. The Bidder's initial proposal should contain the Bidder's best offer.
5. Payment will be made upon receipt of invoices and deliverables/services.

6. Discussions with Bidders following the receipt of a proposal do not constitute a rejection or counteroffer by IRI.
7. IRI will hold all submissions as confidential, and submissions shall not be disclosed to third parties. IRI reserves the right to share proposals internally, across divisions, for the purposes of evaluating the proposals.
8. For any currency conversion, the exchange rate to US Dollars listed on oanda.com on the closing date of this solicitation shall be used.
9. Every contract will contain provisions governing termination for cause and termination for convenience.
10. By submitting a proposal, offeror agrees to comply with all terms, conditions, and provisions included in the solicitation and agreement to the services identified above and will specifically identify any disagreement with or exceptions to the terms, conditions, and provisions.
11. Offerors confirm that the prices in the proposal/proposal/application/quote have been arrived at independently, without any consultation, communication, or agreement with any other Bidder or competitor for the purpose of restricting competition.
12. By applying to this RFP, applicant is certifying that if it is awarded a contract, none of funds payable under the resulting contract will be used to (1) procure or obtain, extend or renew a contract to procure or obtain; (2) enter into a contract (or extend or renew a contract) to procure; or (3) obtain the equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system in compliance with the National Defense Authorization Act. Covered telecommunications equipment and services mean any of the following:
 - i. Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).
 - ii. For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
 - iii. Telecommunications or video surveillance services provided by such entities or using such equipment.
 - iv. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country. ([2 CFR 200.216](#)).
13. Bidders agree to disclose as part of the proposal submission:
 - o Any close, familial, or financial relationships with IRI staff and agents. For example, the Bidder must disclose if a Bidder's mother conducts volunteer trainings for IRI.
 - o Any family or financial relationship with other Bidders submitting proposals. For example, if the Bidder's father owns a company that is submitting another proposal, the Bidder must state this.

- Any other action that might be interpreted as potential conflict of interest.

Notice Listing Contract Clauses Incorporated by Reference

IRI is required to make the contractor subject to certain flowdown clauses of the prime award. This awarded contract will incorporate one or more clauses by reference, with the same force and effect as if they were given in full text. Where “flow-down” to the contractor is applicable, references to “USAID/Department of State” shall be interpreted to mean “IRI”, “Recipient” to mean “Contractor”, and “Subrecipient” to mean “lower-tier subcontractor.” Included by reference are the applicable provisions contained in Appendix II to 2 CFR Part 200 and USAID Standard Provisions for Non-US Non-governmental Organizations/US Department of State Standard Terms and Conditions.

IRI Obligations

Issuance of this RFP does not constitute an award commitment on the part of IRI, nor does it commit IRI to pay for costs incurred in the preparation and submission of a proposal or quotation.

Required Certifications

The following certificates need to be signed by all Bidders. These certifications are an integral part of the quotation/proposal. Please print them off and send back to us with your proposal after signature on each certificate. They are:

- Certification regarding debarment, suspension, ineligibility and voluntary exclusion lower tier covered transactions
- Authorized Individuals

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

This certification implements Executive Order 12549, Debarment and Suspension and the requirements set forth in 2.C.F.R. 180, Subpart C."

Copies of the regulations may be obtained by contacting the person to which this proposal is submitted.

1. By signing and submitting this proposal/application/quote, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal/application/quote is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549.
5. The prospective lower tier participant agrees by submitting this proposal/application/quote that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the IRI.
6. The prospective lower tier participant further agrees by submitting this proposal/application/quote that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 above, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a

person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Signature: _____

Date: _____

Name: _____

Title/Position: _____

Entity Name: _____

Address: _____

Authorized Individuals

The offeror/bidder/applicant represents that the following persons are authorized to negotiate on its behalf with IRI and to bind the recipient in connection with this procurement:

Name	Title	Telephone	Email

Signature: _____

Date: _____

Name: _____

Title/Position: _____

Entity Name: _____