Request for Proposals for
[Data Collection Service Provider]
Dear Sir/Madam,

You are invited to submit a proposal to iMMAP with the requirements mentioned herein. The purpose of this request for proposal (RFP) is to identify suitable provider(s) to deliver regular data collection and related logistical support.

iMMAP is an international non-governmental organization (INGO) that provides targeted Information Management (IM) support to partners responding to complex humanitarian and development challenges. For more than 17 years, iMMAP has promoted measurable change in people’s lives through the core philosophy that better data leads to better decisions, which ultimately lead to better outcomes. iMMAP’s expertise in data collection, analysis and presentation has revolutionized the decision-making process for diverse, multi-sectoral partners who seek enhanced coordination and sustainable solutions through information management. iMMAP is home to a robust and dynamic team of recognized experts in social science, software development, statistics, (GIS), performance monitoring and evaluation, technical assistance and capacity development.

Emergency responders, development practitioners, governments and funders often have to make serious and timely decisions under fast paced and chaotic circumstances. When facing complex development challenges, natural disasters and emergencies, it is critical to make sound choices rooted in real-time knowledge of who is doing what, where they are doing it, and what needs to be done. Access to this critical information positions actors to avoid costly or duplicative efforts and, ultimately, to effectively direct support to the people who need it the most.

We anticipate that the bidder whose proposal suggests the best solution and prices for data collection and related logistical support (as per the requirements set forth in this RFP) will be selected by 31/08/2020 after careful evaluation. We will notify all bidders, whether they are rejected or unsuccessful.

We thank you in advance for your effort and interest in iMMAP.
1.1 INTRODUCTION

1.2 Background

1.3 Scope of Services

This scope of work is intended to provide the data collection only by the Service Provider and outline of services required by iMMAP to the area of responsibility and deliverables specified. As clarified in the deliverables, the service provider will only provide logistical services to facilitate data collection processes and are not responsible for any data analysis or cleaning or reporting. The service provider will make every reasonable effort to ensure veracity of information, while at the same time observing adequate duty of care to its staff in Jordan.

Project Goal: To provide personnel, expertise and equipment to fulfill data collection needs on behalf of the iMMAP data collection projects, which aims to fill information gaps and strengthen capacity for the donor’s decision-making process.

Constraints: The result of this RFP process will be a framework agreement valid for one year and multiple assignments based on iMMAP needs, each specified in a separate purchase order with services to be delivered in a specified time frame.

2.0 Deliverables

- Under the supervision of iMMAP’s Field Operations Department, the partner will conduct an estimate of Eight rounds of household data collection of approximately 6500 household surveys located throughout Jordan’s governorates. Household data collection will occur across major host governorates in Jordan within eight distinct time periods. These assessments are subject to government and partner approvals and may decrease per iMMAP’s request. The method of data collection may change as well (i.e. to phone interviews) per the request of iMMAP based on operational constraints. The timeline for each assessment will be based on the sample size provided by iMMAP. All primary data collection must occur prior to the end of December 2020, with the enumerator team available to follow-up as necessary until January 31, 2021.

- Under the supervision of iMMAP’s Field Operations Department, the partner will conduct an estimate of Eight rounds of phone data collection of approximately 7060 phone surveys in Eight distinct time periods on iMMAP or donor’s premises. These assessments are subject to government and partner approvals and may decrease per iMMAP’s request. The timeline for each assessment will be based on the sample size provided by iMMAP. All primary data collection must occur prior to the end of December 2020, with the enumerator team available to follow-up as necessary until January 31, 2021.

- Prior to each round of field data collection, phone calls will be arranged to schedule appointments for the HH visits. Phone calls should be done under the monitoring and supervision of iMMAP’s field operations department. All calls should be done at least Two days prior to the data collection start date.

- Quality data input into either KoBo or excel forms for the Eight rounds of household data collection as well as phone surveys. Enumerators will follow-up on any data issues, including with survey respondents if necessary, as requested by iMMAP’s data systems’ team. Each round of data collection might require follow
up calls which are done to ensure that the data is up to iMMAP’s quality standards. These follow up calls should be done under the monitoring and supervision of iMMAP’s field operations department.

- Additional rounds of data collection if any major issues occur in any of the previously-stated deliverables that merit a revision or re-do of data collection.

- An average of an 18 hours training will be conducted by iMMAP and its partners prior to each of the Eight major rounds of household data collection, and the attendance of all enumerators is necessary. Failure to attend the trainings will not allow the enumerators to proceed in field data collection and the enumerator should be dismissed from the phase.

- Below is the outline of the assessments estimated to be required in 2020/2021 for field data collection, along with the sample size for the phone calls conducted prior to data collection and the HH visits. The number of assessments and sample size is subject to change and/or decrease upon iMMAP’s request and according to government and partner approvals.

<table>
<thead>
<tr>
<th>Assessment</th>
<th>HH visits Sample size</th>
<th>Phone calls sample size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment 1</td>
<td>823</td>
<td>823</td>
</tr>
<tr>
<td>Assessment 2</td>
<td>461</td>
<td>461</td>
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<tr>
<td>Assessment 3</td>
<td>596</td>
<td>1106</td>
</tr>
<tr>
<td>Assessment 4</td>
<td>1477</td>
<td>2307</td>
</tr>
<tr>
<td>Assessment 5</td>
<td>1927</td>
<td>2427</td>
</tr>
<tr>
<td>Assessment 6</td>
<td>274</td>
<td>313</td>
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<tr>
<td>Assessment 7</td>
<td>404</td>
<td>1062</td>
</tr>
<tr>
<td>Assessment 8</td>
<td>377</td>
<td>404</td>
</tr>
</tbody>
</table>

- Below is the outline of the assessments estimated to be required in 2020/2021 for phone surveys. The number of assessments and sample size is subject to change and/or decrease upon iMMAP’s request and according to government and partner approvals.

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Phone Survey Sample size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment 1</td>
<td>1300</td>
</tr>
<tr>
<td>Assessment 2</td>
<td>530</td>
</tr>
<tr>
<td>Assessment 3</td>
<td>1550</td>
</tr>
<tr>
<td>Assessment 4</td>
<td>530</td>
</tr>
<tr>
<td>Assessment 5</td>
<td>1130</td>
</tr>
<tr>
<td>Assessment 6</td>
<td>430</td>
</tr>
<tr>
<td>Assessment 7</td>
<td>1200</td>
</tr>
<tr>
<td>Assessment 8</td>
<td>390</td>
</tr>
</tbody>
</table>

3.0 ADMINISTRATIVE INFORMATION

3.1 Expected Time Period for the Framework Agreement

The performance period of the framework agreement is expected to last **12 months**, starting from the date of signing the framework agreement as a result of this RFP. iMMAP reserves the right to award and fund any or
all activities of this project based upon the availability of funds. The successful proposer should be prepared to begin work according to the time schedule proposed by iMMAP.

3.2 RFP Coordinator

Written questions must be directed, via email, to rfps.mena@immap.org

3.3 Proposer Inquiries

iMMAP will consider written proposer inquiries regarding RFP requirements or Scope of Services until the date specified in the “3.4 Calendar of Events”. iMMAP reserves the right to modify the RFP that is in the best interest of iMMAP.

To be considered, written inquiries and requests for clarification of the content of this RFP must be received via e-mail at rfps.mena@immap.org maximum by the local time and date as specified in the “3.4 Calendar of Events”. Any and all questions directed to the RFP Coordinator will be deemed to require an official response. Official responses to each of the questions presented by the proposers will be sent via email to all proposers by the date specified in the “3.4 Calendar of Events”.

Only the RFP Coordinator has the authority to officially respond to a proposer’s questions on behalf of iMMAP. Any communications from any other individuals are not binding to iMMAP.

3.4 Calendar of Events

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Release RFP</td>
<td>28/07/2020</td>
</tr>
<tr>
<td>Proposer expression of interest and inquiries by 5:00 pm Jordan time</td>
<td>05/08/2020</td>
</tr>
<tr>
<td>Response to proposer inquiries by 5:00 pm Jordan time</td>
<td>10/08/2020</td>
</tr>
<tr>
<td>Proposal submission by 4:00 PM Jordan Time</td>
<td>13/08/2020</td>
</tr>
<tr>
<td>Formally announce the “Successful Proposer”</td>
<td>31/08/2020</td>
</tr>
<tr>
<td>Execute contract</td>
<td>03/09/2020</td>
</tr>
</tbody>
</table>

NOTE: iMMAP reserves the right to amend and/or change this Calendar of Events of RFP activities as it deems necessary. The amendment will be notified via email.

4.0 PROPOSAL INFORMATION

4.1 Proposal Response Location

Proposers who are interested in providing professional services should submit a proposal as per instruction in below Annex I- Format of Proposal.

4.2 Desirable Qualifications of Proposer

It is highly desirable that proposers of this RFP meet the following qualifications:
● It is a requirement that the Proposer be registered with a regulatory body in its country of administrative or legal operation and include a certified copy of the certificate granting aforementioned registration in the proposal.
● The consultant or leader of the consultancy team must identify their years of experience in data collection.
● Experience working in data collection and survey enumeration in Jordan.
● Experience in providing high quality and verified information, including GIS data.
● Native Arabic fluency of the entire team and experience conducting surveys for humanitarian purposes along with an awareness of the sensitivities of such data.

Proposers should ensure that their proposals contain sufficient information for iMMAP to make its determination by presenting acceptable evidence of the above to perform the services called for by this RFP.

4.3 RFP Addenda

iMMAP reserves the right to revise any part of the RFP by issuing an addendum to the RFP at any time. This addenda will be notified to the proposers via email.

4.4 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by iMMAP to award a framework agreement. iMMAP reserves the right to accept or reject, in whole or in part, all proposals submitted and/or cancel this announcement.

4.5 Withdrawal and Re-submission of Proposal

A proposer may withdraw a proposal that has been submitted at any time before the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator at iMMAP Location specified in Annex I- Format of Proposal.

4.6 Service Provider Information

iMMAP shall have a single prime provider or more than one primary providers as the result of this RFP, and the provider (s) shall be responsible for all deliverables requested by iMMAP. This general requirement notwithstanding, proposers may not enter into subcontracting arrangements; and should acknowledge in their proposal total responsibility for the entire agreement.

4.7 Ownership of Proposal

All materials submitted in response to this RFP become the property of iMMAP. Selection or rejection of a proposal does not affect this right.

4.8 Proprietary Information

Only information which is in the nature of legitimate trade secrets or non-published financial data may be
deemed proprietary or confidential. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

4.9 Cost of Preparing Proposals

iMMAP is not liable for any costs incurred by prospective proposers prior to issuance of or entering into a framework agreement. Costs associated with developing the proposal and any other expenses incurred by the proposer in responding to this RFP are entirely the responsibility of the proposer and shall not be reimbursed in any manner by iMMAP.

4.10 Errors and Omissions in Proposal

iMMAP will not be liable for any errors in proposals and reserves the right to make corrections or amendments due to minor errors identified in proposals. iMMAP, at its option, has the right to request clarification or additional information from the proposer.

4.11 Framework Agreement Award and Execution

iMMAP reserves the right to enter into a framework agreement without further discussion of the proposal submitted based on the initial offer received. iMMAP reserves the right to enter into an agreement for all or a partial list of services offered in the proposal.

The RFP and proposal of the selected proposer will become part of any agreement between the selected service provider and iMMAP.

If the selected proposer fails to sign the final contract within 5 business days of delivery, iMMAP may elect to cancel the agreement and award the agreement to the next highest-ranked proposer.

5.0 RESPONSE INSTRUCTIONS

5.1 Proposal Submission

It is solely the responsibility of each proposer to assure that their proposal is received at iMMAP Location specified in Annex I-Format of Proposal prior or on the deadline date and time for submission as per of the “3.4 Calendar of Events”. Proposals received after the submission deadline will not be considered. The proposer shall insure to submit the following documents in Two separate envelopes: one technical proposal and one financial proposal in order to evaluate their proposal.

**Technical Proposal envelope shall contain the following documents:**
1- Copy of Company Registration in Jordan.
2- Technical proposal as per instructions in Annex I-Format of Proposal
3- Signed and stamped Annex II-CERTIFICATION STATEMENT
Failing to provide any of the above documents will result in excluding the vendor from the whole RFP evaluation.

**Financial Proposal envelop shall contain the following documents:**

1- Financial proposal as per instructions in Annex III-Financial Proposal

iMMAP reserves the right to exclude any proposal from the evaluation process in case one or some of the above documents are missing.

5.2 Certification Statement

The proposer must sign, stamp and submit the ANNEX II-Certification Statement

5.3 Proposal Format

The proposer should submit a proposal as specified in the RFP Annex I-Format of Proposal which shall include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to perform the scope of services as described herein. The Proposer should respond to all requested areas.

6.0 EVALUATION AND SELECTION

6.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation committee, to be designated by iMMAP, which will determine the proposal most advantageous to iMMAP.

6.2 Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals found not to be in compliance will be rejected from further consideration. Risk mitigation procedures should also be provided. iMMAP takes meeting duty-of-care obligations and compliance with the principles of ‘do no harm’ very seriously.

6.3 Evaluation and Review

The purpose of the RFP process is to secure the provider most capable of providing the services specified in this RFP and its Annexes. The principle applied to the selection is: best price for best service proposal. Selection of the provider will be made solely on the basis of the most responsive proposal submitted by a qualified proposer that satisfies all services and products described in this RFP. iMMAP reserves the right to enter into an agreement based upon initial offers received. Proposals submitted should follow Annex I-Format of Proposal.
The criteria for the evaluation process will be weighted as follows:

70% = 70 points on technical evaluation  
30% = 30 points on financial evaluation  100% total

**Minimum scores:**  
60% of 70 points for technical evaluation = 42 points  
Proposers scoring 42 points and above will qualify for the financial evaluation.

**Technical Evaluation Scoring Points:**

1- Overall Response (10 points): General adherence to scope of services and tender requirements

2- Organization Experience (20 points)
   ▪ The consultant or leader of the consultancy team must identify related work experience in data collection and information verification in challenging/humanitarian related contexts (5 points).  
   ▪ Experience working in Jordan and producing survey data (10 points).  
   ▪ Experience working with international organizations (5 points).

3- Proposed methodology and approach (40 points).
   ▪ Coherence of the proposal to the scope of work (20 points).
   ▪ Capacity of the proposer to meet RFP requirements (20 points).

**Financial Evaluation Scoring Points:**

Proposer shall follow the requirements in Annex III-Financial Proposal and specify the prices using the tables in Annex III-Financial Proposal. (30 Points)

**6.3 Announcement of selected provider**

The RFP Coordinator will notify the successful proposer and proceed to negotiate terms for final agreement. Unsuccessful proposers will be notified by email accordingly.
ANNEX I-Format of Proposal

You are encouraged to follow this format. Proposals must be attached in two sealed separate envelopes, one financial and one technical to the following address:

iMMAP MENA Regional Office – office number 309 3rd Floor #145- Al Hussieni Complex, Makkeh Street., Amman, Jordan

No later than 17 August 2020.

Proposer is requested to include a half page value statement indicating why they are the most suitable to carry out the assignment.

<table>
<thead>
<tr>
<th>Name of Proposing Organization:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Country of Registration:</td>
<td></td>
</tr>
<tr>
<td>Type of Legal entity:</td>
<td></td>
</tr>
<tr>
<td>Name of Contact Person for this Proposal:</td>
<td></td>
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<tr>
<td>Address:</td>
<td></td>
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<tr>
<td>Phone:</td>
<td></td>
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<tr>
<td>E-mail:</td>
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</tr>
</tbody>
</table>

Section A: Expertise and Capability of Proposer

1.1 Executive Summary
This section should serve to introduce the purpose and scope of the proposal. It should include administrative information including, at a minimum, response date, proposer contact name and phone number, and the stipulation that the proposal is valid for a time period of 90 days from the date of submission. This section should also include a summary of the proposer’s qualifications and ability to meet iMMAP’s overall requirements.

1.2 Organizational architecture, Corporate Qualifications and Management Support
- The proposer should give a brief description of their company, including a brief history, structure and organization, and number of years in business.
- The proposer should provide detailed information regarding its ability to perform the work requested in this RFP. The proposer should discuss its resources that will be available to work on this project in order to meet time restraints and desired performance levels. The proposer should describe the qualifications and experience of the key personnel who will be assigned to this project.

1.3 Adverse judgements or awards
- The proposer should include reference to any adverse judgements or awards.
1.4 General organizational capability

- Outline General Organizational Capability which is likely to affect performance (i.e. size of the organization, strength of project management support, e.g. project management controls, networking).
- Include a description of past and present experiences and relationships that have a direct relationship to the performance of the TOR. Include relevant collaborative efforts the organization may have participated in.
- Explain any partnerships with local or other organizations relevant to the performance of the TOR. Special attention should be given to providing a clear picture of roles, responsibilities, reporting lines and accountability. Letters of commitment from partners and an indication of whether some or all have worked together previously.

1.5 Quality assurance procedures, risks and mitigation measures

- Describe the potential risks for the performance of the TOR that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks. Provide any relevant certificate(s) for accreditation of processes, policies, e.g. ISO.

1.6 Relevance of specialized knowledge and experience on similar projects

- Detail any specialized knowledge that may be applied to the performance of the TOR. Include experiences in the region.
- Describe the experience of the organization in performing similar goods/services/works. Experience with other INGOs, UN organizations, major multilateral entities, or bilateral programs is highly desirable.
- Provide at least three references:

<table>
<thead>
<tr>
<th>Project</th>
<th>Client</th>
<th>Contract Value</th>
<th>Period of performance (from/to)</th>
<th>Role in relation to the task undertaken to goods/services/works</th>
<th>Reference Contact Details (Name, Phone, Email)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-</td>
<td></td>
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<td>3-</td>
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</tbody>
</table>

1.7 Duty of care

- Describe Duty of Care mechanisms that will be put in place with regards to the staff involved in the project proposal as well as the sources and information security.
- Describe how the organization ensures accountability towards affected communities involved in this project implementation. See Annex III.

Section B: Proposed Work Plan and Approach

2.1 Approach and methodology

- Clearly articulate the envisaged results and provide a workplan for the intervention per activity (phone calls, HH visits).
- Provide a description of the organization’s approach, methodology, and timeline for how it will achieve the
12

TOR.

● Explain the organization’s understanding of needs for the goods/services/works.

### 2.2 Management – timeline, deliverables and reporting

● Provide a detailed description of how the management for the requested goods/services/works will be implemented in regard to the TOR.

### 2.3 Environment-related approach to the service/work required

Provide a detailed description of the methodology for how the organization/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment through filling the below table:

<table>
<thead>
<tr>
<th>Area in Jordan</th>
<th>Level of Access (full or partial)</th>
<th>Type of Access (direct or indirect)</th>
</tr>
</thead>
</table>

● Provide a detailed description of how the organization will adapt to working in multiple locations (urban, camps).

● Highlight any limitation on the organization’s capacity to cover multiple areas simultaneously.

### Section C: Resource Plan, Key Personnel

● Describe the availability of resources in terms of personnel and facilities required for the TOR. Describe the structure of the proposed team/personnel, and the work tasks (including supervisory) which would be assigned to each team member. A chart illustrating the organization of the team structure, should be submitted along with a brief summary of the coordinators/personnel experience.

● Provide a description of the team’s level of experience in data collection in a short summary.
ANNEX II-CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT: iMMAP requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the contact name and fill in the information below:

Date: ________________ Official Contact Name: _______________________________________

A. E-mail Address: _________________________________________________________________

B. Mail Address: _________________________________________________________________

Proposer certifies that the above information is true and grants permission to iMMAP to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, the Proposer certifies that:

(1) The information contained in its response to this RFP is accurate.
(2) Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein.
(3) Proposer accepts the procedures, evaluation criteria, and all other administrative requirements set forth in this RFP.
(4) Proposer's quote is valid for at least ninety days from the date of proposer’s signature below.
(5) Proposer understands that if selected as the successful proposer, the Proposer will have five (5) business days from the date of delivery of final agreement in which to complete agreement negotiations, if any, and execute the final agreement document.

Authorized Signature: ___________________________________________________________________

Typed or Printed Name: ___________________________________________________________________

Title: ________________________________________________________________________________

Company Name: _________________________________________________________________________

Address: ______________________________________________________________________________

City: ________________________________________________________________________________
Annex: III-Financial Proposal

The financial proposal should be developed and delivered separately in both PDF and Excel formats, with the following in mind:

Price breakdown should be presented according to the following tables (per household survey, phone survey and pre visit phone call). The offered cost should include the following:

a. All necessary logistical and operational arrangements excluding hardware, software or licensing costs as these will be provided by iMMAP.
b. Fieldwork preparatory including identification of respondents and scheduling meetings (phone calls included in the household survey table in 2.0 deliverables).
c. Daily reporting including facilitating discussions and transcripts.
d. Facilitation of data collection trainings including providing stationery, one meal/day and a coffee break for all training attendees.
e. Entering any manual (e.g. paper based) data collection into electronic formats required (KoBo etc).
f. Any additional taxation shall clearly be stated in the cost information.
g. Transportation, drivers and fuel.
h. Daily meal for each enumerator and driver in the field.
i. Enumerator fees during training days.

<table>
<thead>
<tr>
<th></th>
<th>Offered Unit Cost JOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Visit Phone Calls Costing</td>
<td></td>
</tr>
<tr>
<td>Household (HH) Surveys Costing</td>
<td></td>
</tr>
<tr>
<td>Phone Calls Survey Costing</td>
<td></td>
</tr>
</tbody>
</table>