

Request for Proposals for  
**[Survey Data Collection]**



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 for our research effort (as per the requirements set forth in this RFP) will be selected shortly after careful evaluation. We will notify all bidders, whether they are rejected or unsuccessful although responsive.

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

## 1.0 INTRODUCTION

### 1.1 Background

### 1.2 Scope of Services

This scope of work is intended to provide an outline of services required by iMMAP from a service provider who will provide regular data collection pertaining to the area of responsibility and deliverables specified. 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 fulfil 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 orders with services to be delivered in a specified time frame.

### 1.3 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 governorates. Household data collection will occur across major host governorates in Jordan in eight distinct time periods. These assessments are subject to government and partner approvals and may increase or 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 November 2020, with the enumerator team available to follow-up as necessary through December 31, 2020.
- 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 from iMMAP or donor's premises. These assessments are subject to government and partner approvals and may increase or 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 November 2020, with the enumerator team available to follow-up as necessary through December 31, 2020.
- 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 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 according to government and partner approvals.

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

- Below is the outline of the assessments estimated to be required in 2020 for phone surveys. The number of assessments and sample size is subject to change according to government and partner approvals.

<b>Assessment</b>	<b>Phone Survey Sample size</b>
Assessment 1	1300
Assessment 2	530
Assessment 3	1550
Assessment 4	530
Assessment 5	1130
Assessment 6	430
Assessment 7	1200
Assessment 8	390

## 2.0 ADMINISTRATIVE INFORMATION

### 2.1 Expected Time Period for the Framework Agreement

The performance period of the framework agreement resulting from this RFP is expected to last **12 months** and is tentatively scheduled to begin shortly after signing the agreement. 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.

### 2.2 RFP Coordinator

Written questions must be directed, via email, to [rfps.mena@immap.org](mailto:rfps.mena@immap.org)

### 2.3 Proposer Inquiries

iMMAP will consider written proposer inquiries regarding RFP requirements or Scope of Services until the date specified in the Calendar of Events. iMMAP reserves the right to modify the RFP should a change be identified 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](mailto:rfps.mena@immap.org) by 5:00 p.m. Jordan local time on the date specified in the 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 calendar of events.

Only **the iMMAP RFP Coordinator** has the authority to officially respond to a proposer's questions to be sent from [rfp.mena@immap.org](mailto:rfp.mena@immap.org) on behalf of iMMAP. Any communications from any other individuals are not binding to iMMAP.

### 2.4 Calendar of Events

<b><u>Event</u></b>	<b><u>Date</u></b>
Release RFP	<b>12/12/2019</b>
Proposer inquiries, 5:00 pm, Jordan time	<b>17/12/2019</b>
Response to proposer inquiries, 5:00 pm, Jordan time	<b>22/12/2019</b>
Proposal submission, 4:00 PM, Jordan Time	<b>26/12/2019</b>
Announce award of "Successful Proposer"	<b>06/01/2020</b>

NOTE: iMMAP reserves the right to amend and/or change this calendar of events/schedule of RFP activities as it deems necessary.

### **3.0 PROPOSAL INFORMATION**

#### **3.1 Proposal Response Location**

Proposers who are interested in providing professional services under this RFP should submit a proposal containing the information specified in Section 4.0 (Response instructions). The fully completed proposal with signatures by an authorized representative must be received in two separate sealed envelopes; one technical and one financial at the address specified below by date specified in the Calendar of Events.

**iMMAP MENA Regional Office - 3rd Floor #145- Al Hussieni Complex, Makkeh Street., Amman, Jordan**

Proposals, which for any reason are not so delivered, will not be considered for purposes of this RFP.

#### **3.2 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.

#### **3.3 RFP Addenda**

iMMAP reserves the right to change the calendar of events or revise any part of the RFP by issuing an addendum to the RFP at any time.

#### **3.4 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 part, all proposals submitted and/or cancel this announcement.

### **3.5 Withdrawal and Re-submission of Proposal**

A proposer may withdraw a proposal that has been submitted at any time up to 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.

### **3.6 Service Provider Information**

iMMAP shall have a single prime provider as the result of any agreement negotiation, and that prime provider shall be responsible for all deliverables referenced in the RFP or proposal. This general requirement notwithstanding, proposers may not enter into subcontracting arrangements; and should acknowledge in their proposal total responsibility for the entire agreement.

### **3.7 Ownership of Proposal**

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

### **3.8 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.

### **3.9 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.

### **3.10 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.

### **3.11 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 of it, iMMAP may elect to cancel the agreement and award the agreement to the next-highest-ranked proposer.

## **4.0 RESPONSE INSTRUCTIONS**

### **4.1 Proposal Submission**

Proposal submission must be received via two sealed separate envelopes on or before 5:00 p.m. Jordan on the date specified in the aforementioned Calendar of Events at the address specified below:

**iMMAP MENA Regional Office - 3rd Floor #145- Al Hussieni Complex, Makkeh Street., Amman, Jordan**

It is solely the responsibility of each proposer to assure that their proposal is received prior to the deadline for submission. Proposals received after the submission deadline will not be considered.

### **4.2 Certification Statement**

The proposer must sign and submit the Certification Statement shown in ANNEX II.

### **4.3 Proposal Format**

The proposer should submit a proposal as specified in ANNEX I 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. Proposer should respond to all requested areas.





- Coherence of the proposal to the scope of work. (20 points)
- Capacity of the proposer to meet RFP requirements. (20 points)

#### **5.4 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**

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

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

no later than 26 December 2019.

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

Name of Proposing Organization:	
Country of Registration:	
Type of Legal entity:	
Name of Contact Person for this Proposal:	
Address:	
Phone:	
E-mail:	

**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 experience 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 programmes is highly desirable.
- Provide at least 3 references:

Project	Client	Contract Value	Period of performance (from/to)	Role in relation to the task undertaken to goods/services/works	Reference Contact Details (Name, Phone, Email)
1-					
2-					
3-					

### 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 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:

<b>Area in Jordan</b>	<b>Level of Access (full or partial)</b>	<b>Type of Access (direct or indirect)</b>
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- 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**

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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, 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 1.3 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.
  - i. Enumerator fees during training days.

<b>Pre-Visit Phone Calls Costing Table:</b>		
<b>Layer of Sample Size</b>	<b>Pre-Visit Phone calls Sample Size</b>	<b>Offered Unit Cost JOD</b>
Layer 1	1 - 500	
Layer 2	501 - 1000	
Layer 3	1001 - 1500	
Layer 4	1501 - 2000	
Layer 5	2001 - 2500	

<b>House Hold (HH) Costing Table:</b>		
<b>Layer of Sample Size</b>	<b>HH visits Sample Size</b>	<b>Offered Unit Cost JOD</b>
Layer 1	1 - 500	
Layer 2	501 - 1000	
Layer 3	1001 - 1500	
Layer 4	1501 - 2000	
Layer 5	2001 - 2500	

<b>Pre-Visit Phone Calls Costing Table:</b>		
<b>Layer of Sample Size</b>	<b>Pre-Visit Phone calls Sample Size</b>	<b>Offered Unit Cost JOD</b>
Layer 1	1 - 500	
Layer 2	501 - 1000	
Layer 3	1001 - 1500	
Layer 4	1501 - 2000	
Layer 5	2001 -2500	