

# **Request for Proposal**

## **PROCUREMENT OF SERVICES TO CONDUCT THE BI-ANNUAL KHYBER PAKHTUNKHWA HEALTH SURVEY**

**Health Department**  
**GOVERNMENT OF KHYBER PAKHTUNKHWA**

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**The General Condition of contract and Instruction to consultant of KPPRA shall prevail.**

## **I. Introduction:**

The General Condition of contract and Instruction to the consultant shall remain the same as notified by the KPPRA. The purpose of this Request for Proposals (RFP) entitled “Khyber Pakhtunkhwa Health Survey” is to secure the services of one or more qualified bidder(s) who will design and conduct an end to end survey bi-annually for 2 years to record basic health indicators across KP and the merged districts. The survey will collect data in 4 main areas:

1. Immunizations
2. Antenatal and Postnatal care
3. Nutrition
4. Household and demographic characteristics

The survey will serve as a guiding tool for the Department of Health to monitor progress of reforms and plan interventions based on the results recorded.

The Department intends to award a contract for the survey along with the development and procurement of related technology including softwares and mobile apps in response to this RFP.

Bidders must ensure that they submit all the required documents indicated in this RFP without fail. Bids received without the requisite documents mentioned in this RFP are liable to be rejected.

## **II. Background**

The status of Health for the community & provision of services by the Health system needs to be reviewed on regular basis to assess the impact/effectiveness of various policy decision and modification of policies in the best public interest.

For this purpose there is a need to review inputs, process, outputs, outcome and impact of various interventions. The impact and outcome of the intervention is generally assessed through house hold surveys such as National household surveys (PDHS, MICS, NNS). The inputs and processes and in some cases even outputs are assessed through Administrative data as well as independent monitoring reports which can be through a public sector entity or third party.

It has been observed that the surveys take place after 4 to 5 years (The last mixed survey was conducted in 2008) and being National is based on National policies and International commitments. The national household surveys are conducted every 5 years, which is too long an interval for the provincial government to respond to unprecedented situations, evaluate previously introduced reforms and/or introduce new interventions. Furthermore due to prolong gaps and uncertain timelines the policy makers don't have timelines to make strategic modifications, there for the National surveys give us good idea of the impact and outcome level indicator such as maternal mortality ratio (MMR), IMR, Fertility rates etc. but for the output level indicators and to ensure regular review/rectification of the policies at least Bi-annual surveys are required which may encompass the output in that indicators.

Moreover, these demographic surveys do not offer district wise breakdowns of the indicators being calculated, which are imperative for the provincial government to design focused roadmaps to target weaker areas. The administrative reports that are based on data collected at the provincial and district levels by the health staff itself cannot be solely relied upon as a compass for policy formation.

### **III. Context**

The current level of monitoring has enabled the Department to track and achieve the basic level of service provision across all areas. Some examples are as follows:

1. The use of EVACCs has allowed the Expanded Program on Immunization to measure the geographic coverage of vaccinators in KP
2. Data collected by the Independent Monitoring Unit is used to regularly monitor basic indicators for Skilled Birth Attendance which include equipment availability and functionality

Refer to Reform Agenda.

Recently, the Minister Health has expressed a keen interest to measure indicators that provide a more holistic picture of service delivery and go beyond the basic level of service provision at the provincial and district levels.

In this context, and to account for gaps in the current monitoring mechanisms, the Department of Health has decided to launch an independent, bi-annual survey to monitor basic health indicators across settled and the merged districts. The survey will measure indicators across 3 key areas of service delivery and include a brief section on demographic and household characteristics.

The survey will provide information on core indicators and allow the Department to make well-informed policy decisions to decide the future course of action. The results will be published every 6 months and will be primarily used by the Department internally

### **IV. ELIGIBLE BIDDERS**

Eligible bidders for this RFP include private or public organizations/entities authorized to operate in Pakistan, with a minimum of three years' experience in providing similar services concerning preferably public health, health care or other health and human services.

### **V. TYPE OF BIDDING**

Single Stage - Two Envelope bidding procedure shall be followed. The said procedure is reproduced as follows:

- (i) the bid shall be a single sealed packet/envelope containing two separate sealed envelopes in it, comprising separately the financial and the technical proposals;
- (ii) each respective envelope shall be marked as "Financial Proposal" and "Technical Proposal" as the case may be;
- (iii) in the first instance, the "Technical Proposal" shall be opened and the envelope marked as "Financial Proposal" shall be retained unopened in the custody of the PE;

- (iv) Procurement Committee shall evaluate the technical proposal in the manner prescribed below in section IX of this document, without reference to the price and shall reject any proposal which does not conform to the specified requirements;
- (v) during the technical evaluation process, negotiation may be carried out which may include but not limited to offering an opportunity to bidders a discussion on technical proposal, the proposed technical approach and methodology, work plan, organization and staffing, logistics and reporting;
- (vi) after the evaluation and approval of the technical proposals, the financial proposals of the technically accepted bids will be opened;
- (vii) the financial bids found technically nonresponsive shall be returned unopened to the respective bidders.
- (viii) Contract will be awarded to Highest ranking fair bidders as per KPPRA Act & Rules.

## **VI. BIDDING DETAILS (INSTRUCTIONS TO BIDDERS)**

It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.

The Bidder shall be deemed to have satisfied itself fully before Bid as to the correctness and sufficiency of its Bids for the contract and price/cost quoted in the Bid to cover all obligations under this Bid Process.

It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost shall be accepted except to meet up the PE's requirement for provision of survey services arising from possibly increased workload on the demand and approval of the PE will be permitted throughout the remaining period of completion of the contract.

The Bidder shall be fully and completely responsible for all the deliveries and deliverables Solutions to the Purchaser.

## **VII. SCOPE OF WORK:**

### **PROJECT SPECIFICATIONS**

The Department of Health seeks to award contracts through this RFP process to a qualified responsive bidder/organization or joint venture of qualified responsive bidder / organizations / entities.

#### **A. Organizational Background and Experience**

Bidders must have a minimum of three years' experience in conducting household or similar surveys in the country. It is preferred that the bidder have experience conducting surveys at a similar scale in the health or a related sector. Bidders must have the organizational structure, facilities and technology in place to conduct the survey and deliver reports bi-annually. Bidders must provide a detailed list of all surveys, preferably regional or countrywide, that the bidder has managed to design and conduct within the last five years.

### **B. Staff Qualifications**

The bidder shall ensure that the project and each of its components is adequately staffed with experienced, knowledgeable enumerators who can meet the responsibilities outlined in this RFP. The bidder shall provide the Department with an organizational chart outlining the structure of the survey including management and all key staff and identify lines of authority. The bidder must identify a Program Manager who will serve as the main contact with the Department.

The Department must be notified in writing, reasonably in advance, if a new or other Project Manager will be hired. The notice must include an explanation for the change and the name and credentials of the individual proposed to assume the position. Any changes or additions in staff members once the contract has begun must also be reported to the Department with resumes submitted to the Department, for prior approval, reasonably in advance of when staff begins employment.

The Department may request changes in staff based on performance and quality, and request a replacement of equal or stronger qualifications. The bidder must have a confidentiality policy and provide an explanation of staff training in confidentiality.

The bidder is responsible for hiring, training, managing and maintaining a staff of qualified, trained individuals capable of designing the survey, collecting data and conducting analyses to calculate indicators on areas outlined in the RFP. The management team and number of enumerators must be sufficient to submit timely deliverables, as well as responses to administrative concerns and inquiries posed by the Department.

The selected bidder must submit a staff training plan outlining how staff will be trained sufficiently to appropriately ask questions, probe for more information when needed and effectively tackle situations in the case of non response and/or reluctance from units. The bidder must make available sufficient numbers of staff to assure contracted performance standards are met (time spent on one household, etc.). The bidder must assure the enumerators' ability to respond in multiple languages as per the units' requirement.

### **C. Detailed Project Specifications**

As described in the Introduction and Background sections, the purpose of this RFP is to secure the services of one or more qualified bidder(s) who will design and conduct an end to end survey, bi-annually for 2 years, which will guide the provincial government in designing healthcare reform. The survey will cover both the settled and the merged districts and the Department will provide NOCs where needed to facilitate the enumerators to collect data. The survey is to be conducted to measure the impact of reforms introduced at the start of every 6 months and will measure the following indicators in 4 areas:

**1. Immunization**

- a. *Tuberculosis immunization coverage*
- b. *Polio immunization coverage*
- c. *Diphtheria, Pertussis and Tetanus (DPT) hepatitis B (HepB) and haemophilus influenza type B (Hib)*
- d. *(PENTA) Immunization coverage*
- e. *Measles immunization coverage*
- f. *Full immunization coverage*
- g. *Neonatal tetanus protection*
- h. *Rotavirus vaccine coverage*
- i. *Any other antigens that the Department decides to track the coverage of during the duration of the project*

**2. Antenatal and postnatal care**

- a. *Content of antenatal care*
- b. *Skilled attendant at delivery*
- c. *Institutional deliveries*
- d. *Caesarean section*
- e. *Postpartum stay in health facilities*
- f. *Postnatal health check for the newborn*
- g. *Postnatal health check for the mother*

**3. Nutrition and breastfeeding**

- a. *Children ever breastfed*
- b. *Early initiation of breastfeeding*
- c. *Exclusive breastfeeding under 6 months*
- d. *Predominant breastfeeding under 6 months*
- e. *Continued breastfeeding at 1 year*
- f. *Continued breastfeeding at 2 years*
- g. *Duration of breastfeeding*
- h. *Introduction of solid, semi solid or soft foods*
- i. *Milk feeding frequency for breastfed children*
- j. *Bottle feeding*

**4. Basic indicators on household and demographic characteristics**

The indicators mentioned above are subject to change upon revision from the Health Department if deemed appropriate. The organization will receive a questionnaire for the survey from the Department which may be altered by the organization if a technical authority in the organization decides that the change is needed to make the questionnaire more suitable to fit the purpose of the survey.

The organization will be responsible for designing the survey, collecting data from the field, conducting analyses to calculate indicators and publishing reports every February and July. The organization will be required to submit a detailed plan, with the timeline of each step in the process clearly identified. Strict adherence to these timelines will be required.

The bidder must provide the following services and meet the following standards.

### **1. Hiring and training of staff**

- a) The bidder must have sufficient staff to ensure all components of the survey are completed in a timely manner. The bidder must provide details of the structure to be put in place to conduct the survey. The staff must include but is not limited to management, enumerators and data analyzers. Data collectors must be able to communicate in Urdu, Pashto, Hindku and Saraiki languages and must have strong communication and interpersonal skills. Enumerators should be culturally competent with the language and region they would be dealing with and be capable of interviewing people of diverse backgrounds, including older adults, people with disabilities, teenagers, ethnic and religious minorities. All hiring and/or training may be overseen by the Department.

If the bidder decides to outsource any part of the contract to a third party, proper disclosure regarding services outsourced must be made to the Department to ensure transparency.

- b) The bidder will be responsible for training all staff members where necessary. Training must be conducted to ensure that enumerators are able to:
1. understand the questionnaire
  2. successfully record responses from units using the technological devices deployed
  3. respect the units' privacy and,
  4. respond appropriately in the case of non-responses or reluctance from units

### **2. Sample design and methodology**

The bidder will be responsible to design the sampling framework and conduct sampling for each of the 36 districts. The bidder must follow a two-stage stratified sampling method to select Primary Sampling Units (PSUs) in the first stage, followed by selecting Secondary Sampling Units (SSUs) in the second stage. At this stage, the bidder must ensure to target only households with at least one child of upto 2 years of age. Specific households must be identified to conduct interviews at, in each PSU. The sample size must be reflective of the districts' share in the national and provincial population. The bidder must submit the details of the sampling methodology and framework to the Department before commencing data collection. All information used to calculate the sample size must also be shared with the Department to ensure transparency and accuracy. The bidder is required to get district wise sample sizes approved from the Department before initiating data collection.

### **3. Data collection and fieldwork**

The bidder must bear complete responsibility to organize and conduct all of the fieldwork required to cover the sample households. The bidder must communicate the complete schedule and team structure for fieldwork to the Department. The arrangement of all vehicles, traveling and living allowances and any other logistics must be made by the bidder. Data collection by enumerators must be supervised by monitors designated by the bidder. In addition, the Department may make random spot checks at the data collection sites.



The bidder must use the CAPI (Computer Assisted Personal Interviewing) method to collect data. To implement CAPI, the bidder will be responsible to ensure the availability of all necessary technological devices and tools. These may include but are not limited to android phones/tablets for enumerators, a mobile application and a central database to record and collect all responses. The bidder must assume the responsibility to develop the application and/or software and the procurement of the phones/tablets if necessary.

In areas where mobile/internet connectivity renders the use of the application impossible, the bidder is allowed to use the PAPI (Pen and Paper Personal Interviews) to CAPI methodology. In such cases, the bidder must put in place strict regulations to design a robust mechanism for the accurate transfer of data to the software once it has been collected. This mechanism must be shared with the Department.

Additionally, the bidder may request the Department for support in case enumerators face any roadblocks during field activities. The Department will extend support wherever appropriate.

#### **4. Software development and scripting of the survey tool**

The bidder will be responsible to develop the software and the associated mobile application. The bidder must translate the survey questionnaire to Pashto, Urdu and/or any other regional language to ensure data collection across the entire sample. The questionnaire must be translated and scripted onto the application or software to be used for data collection.

#### **5. Data cleaning and analysis**

In addition to data collection, the bidder must be responsible for data cleaning and analysis, which includes but is not limited to, translation of responses, filtering of irrelevant information and calculation of indicators agreed upon.

Calculations must be based on a previously agreed upon tabulation plan which the bidder must develop with the Department's support.

#### **6. Report development and publishing**

The bidder must agree to develop a comprehensive report based on the analysis conducted to present the findings of the survey. All of the indicators agreed must be shown in the report.

The bidder must bear responsibility for the printing of reports. Reports must be printed and circulated every February and July and the bidder must ensure to adhere to these timelines to guarantee the survey's utility to the provincial government.

#### **6. Quality assurance and improvement**

The bidder shall have a written internal quality assurance (QA) plan for the monitoring and improving of services, which includes training and supervision of staff, ongoing performance assessment of the quality of information collected, and follow-up on identified issues. Any alteration of the frequency or strategy for monitoring shall only be made with prior approval of the Department. This includes, but is not limited to:

- a) Evaluation of data collection activities including monitoring of time taken to record responses from one household, abandonment rate, staff effectiveness, and use of management reports to improve performance.
- b) Provision of feedback to the Department regarding questions from units that the enumerators are unable to answer.
- c) The capability to gather and report on complaints, compliments and other service related comments/suggestions and protocol to respond to complaints.
- d) Performance assessment of services, staff training, and reporting to the Department.
- e) Provision of advice and recommendation to the Department regarding operations and management. Such responsibility shall include, but not be limited to, keeping the Department informed in a timely manner concerning any potential issues affecting the survey. The Department is not under any obligation to act on such advice or recommendations.

## **VIII. PROPOSAL REQUIREMENTS**

### **A. GENERAL SUBMISSION REQUIREMENTS**

A Technical and financial Proposal must be submitted in response to this RFP. The requirements established by this RFP for proposal content and format will be used to evaluate proposals. The bidder's compliance to the format prescribed herein, as well as the bidder's response to each specific requirement and question stated in the RFP, will be considered during the evaluation process. Proposals should provide a concise but complete description of the bidder's ability to meet the requirements of the RFP.

The Technical and Financial Proposals must be submitted in separate sealed envelopes/packages and placed in a third package. The two sections should be marked as follows: "Technical Proposal Public Health Survey Services" and "Financial Proposal-Public Health Survey Services". Each section should be identified with the name of the bidder and RFP.

All evidence and documentation requested under this RFP must be provided at the time the proposal is submitted. Proposals may also be submitted directly to the procurement section of the health department by **2 o'clock on 14-01-2020**.

## **B. TECHNICAL PROPOSAL**

Responses to all proposal requirements must be addressed in the Technical Proposal. The Technical Proposal consists of a narrative description of how the bidder will manage all aspects of the Public Health Survey Services described in Section VII-Scope of work (Project Specifications). Bidders may provide additional information or recommendations relevant for consideration in the determination of award of the contract(s).

Technical proposals must be organized into the following sections:

Transmittal Letter

Section 1: Executive Summary

Section 2: Organizational Background and Experience

Section 3: Staff Qualifications

Section 4: Proposed Approach

### **Transmittal Letter**

The bidder's Technical Proposal must contain a transmittal letter signed in ink by an official authorized to bind the bidder to the provisions contained therein. The letter should include:

- a) A statement designating the name of the organization that will contract with the Department.
- b) The name, title, address, phone number and e-mail address of the representative whom Department staff may contact during the review process.
- c) A declaration of the ability, willingness and assurance of readiness to provide the services defined in the RFP, and an agreement to the proposed contract language as defined in the RFP and all its appendices.
- d) An affirmation that the proposal and all provisions of the offer are to remain in effect for till **June 2022** commencing the due date of the proposal.
- e) A statement attesting to the accuracy and truthfulness of all information contained in the proposal.

### **Section 1: Executive Summary**

The Executive Summary should provide an overview of the bidder's Technical Proposal and summarize the bidder's understanding of the performance requirements outlined in the RFP. Bidders should address the general scope of services and the manner in which they would be provided. It must not include any information concerning the cost of the proposal.

### **Section 2: Organizational Background and Experience**

- a) Bidders should describe the background, experience, and structure that qualify the bidder, and if applicable, its JVs, to undertake the functions and activities required in the RFP.

- b) Bidders are required to have a minimum of three years' experience in conducting household or similar surveys. Only those surveys will be considered which will be executed in at least 3 districts.
- c) Bidders should include a description of current contracts and responsibilities including a description of experience and/or current contracts, number and type of employees and sizes and description of customer base.
- d) Bidders must identify all its joint venture / consortium partners that it intends to use in fulfilling the requirements of this project and the relevant experience of each. The role of partner/s must be clearly defined and relevant experience must be described. The bidder must submit a letter from each planned joint venture / consortium partner, stating their commitment and ability to participate in the project described in the RFP and their understanding of what their responsibilities will be in relation to this project. (Please note that if the clear responsibility of any partner is not defined then relevant weightage as per criteria will not be given).
- e) Bidders must provide a list of surveys that the bidder has conducted within the last five years.

### **Section 3: Staff Qualifications**

- a. Qualification & Experience of following core team
  - a. Manager Project having relevant qualification & Experience
  - b. Operation & event Manager with relevant qualification & Experience
  - c. Research associate with relevant qualification & Experience
  - d. Health System Research Person with qualification & Experience
  - e. Enumerators should be adequately qualified and educated to handle the nature of the survey mentioned.
- b) Demonstrate that the survey will be administered and managed by qualified management staff.
- c) Provide the proposed training strategy to train the staff and maintain continuing education, or refresher training, for existing staff. Describe the confidentiality policy and include an explanation of staff training in confidentiality.
- e) Submit information that demonstrates the bidder's ability to dedicate the necessary resources required to provide the requested services.

### **Section 4: Proposed Approach**

Provide a completed work plan outlining the implementation of this project. In all sections below, the bidder must address in detail how they will address all the program requirements included in Section VII, C. Detailed Project Specifications.

Describe bidder's proposed computer and data system, including hardware and software used for each type of major function. Representative overall responsibilities of the consultant firm include:

- (i) develop the sample frame for the baseline survey
  - a. Sample size and methodology as proposed in light of scope of work has to be approved by the PE.
- (ii) design/adapt/refine (as appropriate) the baseline survey questionnaires
- (iii) arrange for the questionnaires to be translated into relevant languages
- (iv) pre-test the questionnaires
- (v) Incorporate changes into the questionnaires after pre-testing the questionnaires
- (vi) hire and train the field supervisors and enumerators
- (vii) plan the field work logistics

- (viii) conduct a pilot survey
- (ix) Prepare survey implementation and questionnaire documentation e.g. enumerator supervision manuals, etc.
- (x) supervise survey implementation and ensure quality control
- (xi) develop the data entry program, supervise the project database, and arrange for data cleaning and entry
- (xii) Analyze and report the findings of the survey and provide datasets and final documentation.
- (xiii) Amend the design or Methodology based on experience of initial/previous survey/s and get it approved from appropriate forum.

a) Data collection and capacity building

- I. Describe how the survey will be organised for the duration of the contract
- II. Describe how the bidder will initiate data collection after being notified by the Department and how the bidder will ensure sufficient staff and logistics to cover all households in the sample
- III. Describe staff training and how the bidder will ensure that enumerators are culturally competent, have sufficient oral and written communication skills, and have the ability to handle inquiries from units in a courteous and professional manner, including responses in crisis situations and/or from irate units.

b) Sampling methodology

- I. Ensure two-stage stratified sampling, mentioned in section VII is used. Describe in detail all of the steps and resources that will be taken to calculate the sample size. Calculate and share district level sample sizes with the Department before initiating data collection.

c) Software application and tablets/phones

- I. Describe the development of the data collection tool (software application) to be used for the survey. Describe in detail how information will be collected and integrated at a central database for analyses using the software developed

d) Timelines

- I. Describe how the bidder will ensure all timelines are met. Provide a detailed breakdown of activities and respective timelines in the form of a gantt chart.

e) Data analysis

- I. Describe the bidder's ability to calculate the indicators mentioned above, based on the tabulation plan agreed upon with the Department. Describe the resources the bidder will use to conduct data analysis.

f) Report writing and publishing

- I. Describe the bidder's capability and resources to develop comprehensive reports every February and July. describe how the

bidder will plan to ensure the reports are printed and shared with the Department in a timely manner.

g) Management Reports

- I. Describe the bidder's capability to submit detailed management reports, as well as summary reports.
- II. Describe the quality control measures in place to assure accuracy and timeliness of all reports.

h) Quality Assurance and Improvement

- I. Describe how the bidder will assess performance of data collection services, staff training, and reporting to the Department.
- II. Describe how the bidder will assist the Department to conduct monitoring of services and mechanisms deployed by the bidder. Provide indicators or reference points for the Department to conduct retrospective, real-time and prospective monitoring throughout the duration of the contract.

i) Gantt Chart for work plan.

## C. FINANCIAL PROPOSAL

Financial proposals shall be submitted in the following format:

Transmittal Letter

Section 1: Bid Form (Attachment A)

Section 2: Cost Proposal Worksheet (Attachment B)

Section 3: Evidence of Financial Capacity/Stability

### Transmittal Letter

The transmittal letter must be signed in ink by an official authorized to bind the bidder to the provisions contained therein. The letter should include: a) An affirmation that the offer is to remain in effect till **30th June 2022** commencing the due date of the proposal. b) A statement indicating that the bidder will provide the services at the prices contained in the cost proposal. c) A statement indicating that the bidder prepared its Cost Proposal without collusion or other communication with any other prospective bidder.

### Section 1: Bid Form

**Attachment A** contains the Bid Form that must be submitted in response to this RFP.

### Section 2: Cost Worksheet

The Department seeks to award contracts for Survey Services services on the basis of cost per enumerator and the cost of deploying the management, monitoring and analytical workforce and developing and deploying the necessary software, databases, mobile apps and dashboards. The Cost Proposal Worksheet (**Attachment A**) must be completed. All costs must be inclusive of all activities necessary to implement the Survey Services as described in this RFP.

### Section 3: Evidence of Financial Capacity/Stability

Bidders must be able to provide evidence of their financial ability to perform the terms and conditions of the contract. Each bidder must include independently audited financial statements (not annual reports) for the last three years of operations. If a bidder is not required to have audits performed, a statement to that effect must be included with the cost proposal.

#### **IX. METHOD OF AWARD**

The Department will conduct a comprehensive and impartial evaluation of all proposals submitted through the procurement committee of health department. The evaluation committee will be composed of members of the Department qualified to evaluate the components of this procurement.

At the discretion of the Department of Health, all bids may be rejected. The technical and financial proposals will be evaluated separately. The results of the technical and financial evaluations will be weighted and combined for purposes of awarding contracts. Evaluation of the bids will include, but not be limited to the following considerations:

- meeting the RFP requirements;
- an assessment of the bidder's experience and qualifications;
- the technical merit of the proposal;
- the clarity of the proposal; and
- the total project cost.

#### **1. Pass/Fail Requirements**

All proposals will have an initial pass/fail screening for the following requirements:

- a) timely submission;
- b) separate cost and technical proposals;
- c) the bidder has at least 3 years of experience in providing Survey Services services
- d) The Vendor must be a Public/Private Limited Company registered in Pakistan under PSEB and should have been in operation for at least 5 years;
- e) a work plan that outlines the implementation of this project is included.
- f) The vendor or its wholly owned subsidiary providing Survey Services services or the parent company of whom the vendor is a wholly owned subsidiary, providing Survey Services services, must be registered with an authorized agency, as applicable.
- g) Must be registered with Tax Authorities as per prevailing latest tax rules (Only those companies which are validly registered with sales tax and income tax departments and having sound financial strengths can participate);
- h) Authorized from Principal/Manufacturer.
- i) has not been blacklisted by any Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Submission of undertaking on legal stamp paper is mandatory).
- j) has the required relevant qualified personnel and enough strength to fulfill the requirement of assignment.

#### **2. Technical Proposal Score (80 out of total 100)**

The evaluation team will evaluate and score each proposal that meets the initial pass/fail requirements by assessing each bidder's ability to provide the services based on the scoring

system below. Information from the Financial Proposal will not be available to the technical evaluation team during their evaluation.

The Technical scoring criteria shall be as follows:

1. Technical approach & Methodology for scope of work as per RFP= 25 marks (Excellent = 25 marks, good = 15 marks, fair = 10 marks)
2. Staff qualification (academics plus experience) = 10 marks
3. Number of running and /or completed individual projects = 10 marks (two marks will be awarded for a single project up to a maximum of 10 marks for not more than 5 projects only).
  - a. Projects worth Rs. 10 to Rs. 30 M = 1 mark per project and
  - b. Projects worth Rs. 31 M and above = 2 marks per project up to a maximum of 5 projects.
4. No of survey conducted at international, National, Provincial & District level = 20 marks.
  - a. International level survey will carry 4 Marks as major and 2 marks as minor participant upto max of 5 projects
  - b. National level survey will carry 3 Marks as major and 1.5 marks as minor participant upto max of 5 projects
  - c. Provincial level survey will carry 2 Marks as major and 1 marks as minor participant upto max of 5 projects
  - d. District Level survey will carry 1 Marks as major and 0 marks as minor participant upto max of 5 projects
6. No of public sector clients = 10 marks. Those having 2 such clients will have 5 marks. Each additional client will carry 1 mark.
7. Annual financial turnover volume = 15 marks. Annual turnover of Rs. 50 M will have 5 marks. Each additional Rs. 10 M annual turnover will carry an additional mark of 1 up to a maximum of 10 additional marks.
8. Health care projects = 10 marks. The presence of 2 such projects will carry 5 marks each. Any additional projects in health care shall carry 1 marks each up to a maximum of 10 marks.

### **3. Financial Proposal Score (20 marks out 100)**

The bidder's financial score will be determined based on the following formula:

(a/b)c where:

a = total cost of lowest cost proposal,

b = total cost of proposal being scored, and

c = total cost points available (20).

### **4. Total Combined Score**

To arrive at the Total Combined Score, the Department will combine the bidder's Technical and Cost Scores. The maximum score any bidder can receive is 100 points.



## **5. Final Selection and Contract Award**

At the conclusion of the evaluation of the technical and cost proposals, the Department will identify the bidder(s) that best meet the Department's needs as reflected in the scoring/evaluation.

## **6. Notification of Award**

After evaluation and selection of the vendor, all bidders will be notified in writing of the selection or non-selection of their proposals. The name of the successful bidder(s) may be disclosed.

## **X. Joint Venture / Consortium**

Joint venture / Consortium are eligible for this tender, as long as the joint venture is compliant with the following conditions:

- a) The bidders may form a joint venture of maximum two partners. An Agreement Deed to that effect, legally executed and signed by all the partners shall be submitted with the bid.
- b) One partner of formulated joint venture will be designated the lead partner and would enter into a legal contract with the department and would be liable to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners. A power of attorney to that effect, legally executed, signed by all the partners shall be submitted with the bid.
- c) There must be at least one locally registered company (Partner) of good repute, with relevant experience and proven track record, in the joint venture.
- d) All the partners shall be jointly and severally liable for the execution of the Contract in accordance with the terms and conditions of the Contract. The Bid, and in case of successfully qualifying both technical and financial evaluation, the Contract Deed, to that effect, shall be signed by the lead partner.
- e) Partners other than the lead would also be bound by the terms and conditions of the contract

## **XI. Bid Validity**

The Bid shall have a minimum validity period of **90 days** from the last date for submission of the Bid. The department may solicit the bidder's consent to an extension of the validity period of the bid. The request and the response thereto shall be made in writing.

## **XII. Performance Security**

- a. The successful Tenderer/The Bidder shall furnish Performance Security as under:
  - i. within 15 days positively of the receipt of the Acceptance Letter from the Purchaser;
  - ii. in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document;
  - iii. for a sum equivalent to 10% of the contract value;
  - iv. denominated in Pak Rupees;
  - v. have a minimum validity period until the date of expiry of contract period, support period or termination of services, or fulfillment of all obligations under the contract,

whichever is later. No other shape or form of performance security shall be acceptable with any validity less than the prescribed time period.

- b. The Performance Security shall be payable to the Department, on occurrence of any / all of the following conditions:
  - i. If the Bidder commits a default under the Contract;
  - ii. If the Bidder fails to fulfill the obligations under the Contract;
  - iii. If the Bidder violates any of the terms and conditions of the Contract.
    - c. The Bidder shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. The Performance Security shall be returned to the bidder within thirty working days after the expiry of its validity on written request from the Bidder.
    - d. In case the Bidder fails to furnish Performance security in the shape of bank guarantee within the stipulated period given under Letter of Acceptance and subsequent formal contract, or till end of the currency of the said contract, the amount of bank guarantee, as required, shall be deducted from the amount payable to the Bidder.

### Data Sheet

|     |   |
|-----|---|
| 1.1 | Name of the Assignment is: Establishment of Survey Services for Public Health Services in DGHS KP<br>The Name of the PE's official (s): Procurement cell DGHS KP<br>Address: Ex fata Secretariat, Warsak road Peshawar<br>Telephone: Facsimile: E-mail: |
| 1.2 | The method of selection is: QCBS  |
| 1.3 | Financial Proposal to be submitted together with Technical Proposal: Yes No   |
| 1.4 | The PE will provide the following inputs and facilities:  |
| 1.5 | The Proposal submission address is: Procurement cell DGHS KP  |

|      |   |
|------|---|
|      | <p>Proposals must be submitted no later than the following date and time:</p> <p>Pre-bid Meeting will be convened <b>on 07-01-2020 at 11:00 PM in</b> Procurement cell DGHS.</p> <p>Interested Bidders must submit their sealed bids to the Office of the Director Procurement, DGHS Khyber Pakhtunkhwa, Warsak Road Peshawar (Old FATA Secretariat) <b>on or before 2 o'clock on 14-01-2020.</b> <b>the technical bids will be opened on the same day at 2:30 PM in</b> the presence of those bidders or their representatives, who choose to attend the process</p> |
|      |   |
| 9.1  | Proposals validity that shall not be more than 90 days in case of National Competitive Bidding (NCB)  |
| 10.1 | <p>Clarifications may be requested not later than five days before the submission date.</p> <p>The address for requesting clarifications is:</p>  |
| 12   | The Proposal as well as all related correspondence exchanged by the Consultants and the Procuring Entity shall be written in English However it is desirable that the firm's Personnel have a working knowledge of the national and regional languages of Islamic Republic of Pakistan.   |

|           |  |
|-----------|--|
| 11.2      | <p><i>[Select one of the following two sentences]</i></p> <p>The estimated number of professional staff-months required for the assignment is:or:</p> <p>available budget is:</p> <p><i>[In the case of Selection under a Fixed Budget (FBS), select the following sentence]</i></p> <p>The Financial Proposal shall not exceed the available budget of:</p> |
| 13.1      | <p>The format of the Technical Proposal to be submitted is: FTP , or STP <i>[check the applicable format]</i></p>  |
| 13.2(vii) | <p>Training is a specific component of this assignment: Yes No <i>[If yes, provide appropriate information]:</i></p>   |

|      |   |
|------|---|
|      | <p>Covered in the foregoing.</p>  |
| 15.1 | <p>Amounts Payable by the PE to the Consultant under the contract to be subject to local taxation, stamp duty and service charges, if applicable :_____</p> |
| 16.2 | <p>Consultant must submit the original, and the original of the Financial Proposal.</p>   |

## ANNEXURE-A

### **Technical Proposal Submission Form**

[Location, Date]

To \_(Name and address of Client / department)\_

Dear Sir,

We, the undersigned, offer to provide the \_(insert title of assignment)\_ in accordance with your Request for Proposal/Tender Document No. \_\_\_\_\_ dated \_(insert date)\_ and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide supply of\_ related to the assignment.

We also confirm that the Government of Pakistan / Khyber Pakhtunkhwa has not declared us, or any, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

Yours  
sincerely,

Authorized Signature (Original) (In full and initials)  
Name and Designation of  
Signatory Name of Firm  
Address

## ANNEXURE-B

**Financial Proposal Submission Form (Part of Financial Bid Envelope)**

[Location, Date]

To \_(Name and address of Client / Purchaser)\_

Dear Sir,

We, the undersigned, offer to provide the \_(Insert title of assignment)\_ in accordance with your Request for Proposal No.\_\_\_\_ dated \_(insert date)\_ and our Technical Proposal. Our attached Financial Proposal is for the sum of \_(insert amount in words and figures)\_. This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e. before the date indicated in\_\_\_\_\_ of the Proposal.

1. Total cost of Services for a Two survey
  2. Cost of Reporting (If any)
- Total Cost including 1+2 above

We understand you are not bound to accept any Proposal you receive.

Signed

In the capacity of:

Duly authorized to sign the proposal on behalf of the Applicant. Date:

## Annex-C

# Contract

**THIS CONTRACT** (hereinafter called the “Contract”) is made on .....between the Health Department, Government of Khyber Pakhtunkhwa (*hereinafter called the “Client”*) and Messrs. \_\_\_\_\_) (hereinafter called the “Consultant”)

## WHEREAS

(a) the Client has requested the Consultant to provide certain consulting services as defined in the Contract (Hereinafter called the “Services”)

(b) the Consultant, having represented to the Client that it has the required professional skills, expertise, and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract

**NOW THEREFORE**, the parties hereto hereby agree as follows:

The attached Appendix A shall be deemed to form an integral part of this Contract.

## I. DEFINITIONS

The following terms have the following meanings unless the context requires otherwise:

“**Fees**” mean Consultant’s Fees for the Services as set out in the Statement of Work/Pricing Schedule for the Services detailed in the attached Appendix A;

“**Confidential Information**” means all information that relates to the business, affairs, products, developments, trade secrets, know-how, personnel, customers and suppliers of either party or which may reasonably be regarded as the confidential information of the disclosing party;

“**FTE**” means full time employee of consultant required for the delivery of the Services.

“**Consultant’s Materials**” means all, software, Technology, and other intellectual property related to the provisions of the Services provided by Consultant;

“**Request for Proposal**” means the Bidding documents so prepared by the Consultant for the procurement of Survey Services for the Khyber Pakhtunkhwa Health Survey, in compliance to which Client submitted their bid (Technical & Financial) and on the basis of which this contract is being awarded to Client.

“**Standard Terms and Conditions**” means these terms and conditions contained in this agreement;

“**Statement of Work**” means the document containing the scope of Services to be performed by Consultant and other related terms as agreed in writing between the parties. The document will be deemed an integral part of this Contract.

“**Working Day**” means any day Consultant provides the Services to the Client as detailed in the Statement of Work.

## II. TERMS & CONDITIONS

### 1. THE SERVICES

1.1 The Client hereby appoints Consultant to provide the manpower and Technology Services set out in the Statement of Work and Consultant hereby accepts such appointment, subject to and in accordance with the terms and conditions of this Agreement.

### 2. DURATION

This Contract be effective from ..... till end of June 2022; this Contract may be renewed with mutual consent of both parties for another term, if deemed appropriate by DoH Govt. of Khyber Pakhtunkhwa on the existing terms and conditions or the terms and conditions to be agreed between both parties at that time.

### **3. PAYMENT TERMS**

3.1 The Client agrees to pay the Fees as set out in the Statement of Work/Pricing Schedule in compliance to RFP.

3.2 Ongoing fees and/or any other charges will be invoiced to the Client monthly in arrears. Charges for each service shall be calculated from the signing date of this Contract.

3.3 Payment shall be made by the Client within 30 days from receipt of correct invoice.

3.4 All invoices and payments under this Contract shall be subject to Sales Tax on Services, withholding tax and any other taxes as applicable under the law.

### **4. WARRANTIES AND LIABILITY**

4.1 In providing the Services to the Client, Consultant will use the highest-level skill, care & professionalism.

4.2 In any event Client shall not be liable to the Consultant for any other special, indirect or consequential loss whatsoever. Furthermore, in case of damage of the software &/or Hardware System of the survey, Consultant Shall be liable to secure the data till the time of incidence and provide to party one accordingly.

4.3 Consultant shall ensure that the Client may at all times monitor the services and the flow of information through provision of direct access to the online reporting panel to the Client.

4.4 Each provision of this Clause limiting or excluding liability operates separately and shall survive independently of the other provisions.

4.5 The maximum aggregate liability of the Consultant under this Contract shall not exceed 10% of the amount paid by the Client to Consultant under this Contract.

### **5. CONFIDENTIALITY**

5.1 Both Parties shall treat the information it gathers about the either party are strictly confidential and shall use all reasonable measures to safeguard such information from unauthorized disclosure &/or reproduction &/or use.

5.2 Any person it employs or so engages shall only use the Confidential Information for the purpose of the Services Utilization of the Confidential Information any other purpose is strictly prohibited

5.3 Both Parties take all reasonable precautions to ensure that all Confidential Information disclosed by the either party is not disclosed to any third party without prior written approval.

5.4 The provisions of this Clause 5 shall not apply to any information which:

5.4.1 Is or becomes public knowledge other than by breach of this Clause 5;

5.4.2 Is already known to the other party without restriction before the date it is received;  
or

5.4.3 Is received from the third party who lawfully acquired it and who is under no obligation restricting its disclosure.

5.5 The Confidentiality obligations referred to hereinabove shall survive termination or expiration of the Contract and/or any amended Statement of Work for maximum time duration as defined in clause 2 of this contract.

### **6. PROPRIETY RIGHTS**

6.1 Consultant shall retain and acquire ownership of copyright in all Consultant's materials owned by it prior to the effective date.

6.2. All ownership to Intellectual Property Rights (IPR) shall remain with Consultant whether or not specifically recognized or perfected under the laws in the Territory. All ownership to IPR of Information (Foreground and Background Information) such as but not limited to drawings, specifications, manuals, documentations, data and Software disclosed to the other Party by disclosing Party shall remain with the disclosing Party. Access to all the aforementioned documents shall be available to the Client for review, alteration and approval required time to time.



6.3 Without limiting any other right of the Client in law or otherwise, the Client will own all data collected, stored and produced through any Software after the date such Software is delivered under this Contract.

6.4 Neither Party will take any action that jeopardizes any IPR of the other Party.

6.5 The Client warrants and represents to Consultant that it has the ability to grant the rights to any material it supplies to Consultant in order for Consultant to carry out the Services.

## **7. MEDIA ACTIVITY**

Detail of any media activity being undertaken by the Client for any advertising campaign launched by Client may be shared with the Consultant.

## **8. TERMINATION**

8.1 Either party may terminate this Contract without cause at 10 days' notice to the other party.

8.2 Either party may terminate this Contract by giving the other party written notice to this effect if that party is in breach of a material obligation specified in the Statement of Work and/or a material term of this Contract and has failed to remedy that breach within 30 days after being given a written notice requesting the breach to be remedied.

8.3 In event of termination, any clause or obligation which is meant to survive termination or expiry shall do so.

## **9. FORCE MAJEURE**

Neither party shall be liable to other party for any loss or damage which may be suffered by the other due to any cause beyond other party's reasonable control including, but not limited to, any failure of telephone or database systems &/or acts of God &/or terrorism &/or flood &/or drought &/or lightning or fire &/or strike &/or lock-out &/or trade dispute &/or labor disturbance &/or the act or omission of government &/or telecommunications operators or administrators or other competent authorities &/or war &/or military operation or difficulty &/or delay or failure in manufacture &/or production or supply by third parties of materials or equipment necessary to carry out the Agreement. However, Consultant Shall be responsible for managing all means to minimize the risk measure of all the tasks.

## **10. NOTICES**

Any notice, which may be given under this Contract, shall be deemed to have been given if sent by post &/or fax &/or official email address to the respective addresses as of the parties as stated in Statement of Work. In case of the postal service, delivery shall be presumed to have occurred 2 working days after posting and in the case of a fax or email, 4 hours after receipt by the sender of a transmission report showing delivery provided such transmission is made between Monday to Friday and between the hours of 9:00 -17:00 (Pakistan)

## **11. TAXES AND FEES**

11.1 In the event that new or increased (when compared to the duties and taxes applicable as the date of this Contract) duties or taxes (i.e. taxes other than income tax) are levied by the relevant Government on the importation, the parties shall agree on the manner by which such new, existing or increased duties or taxes will be paid. The party which is liable to pay under such new tax law or change in the existing law by the Government will pay such tax of its part.

## **12. GENERAL**

12.1 In the event of any material breach by a party of its obligations or responsibilities under this Contract, the breaching party shall hold the other party's and their officers, directors, employees and representatives harmless and indemnified from and against any and all loss, damage, liability, payment and obligation and all expenses (including without limitation reasonable legal fees) incurred, suffered, sustain or required to be paid, directly by or sought to be imposed upon the non-breaching parties.

12.2 This Contract may only be modified if such modification is agreed in writing by a duly authorized officer of Client and the Consultant

12.3 Failure by either party to exercise or enforce any right under this Contract shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement of any right on any later occasion.

12.4 Clauses hereof shall be deemed to be independent and the invalidity of any such clause which may be unenforceable as being contrary to the principles of law shall not affect the validity of any other clause of this Contract.

12.5 This Contract shall not create any rights that shall be enforceable by third parties against either of the Parties.

### **13. DISPUTE RESOLUTION**

13.1 If any dispute or difference arises between the Parties in connection with this Contract or the transactions/services contemplated herein, the Parties undertake to use all reasonable endeavors, in good faith, to settle the dispute or difference by negotiation. If any dispute cannot be resolved within twenty-one (21) days of it arising, the matter/issue shall be referred to arbitration.

13.2 If the Parties are unable to settle the dispute or difference by negotiation, either Party may refer the dispute or difference to be settled by arbitration to be held in Pakistan in accordance with the provisions of Arbitration Laws.

13.3 This Contract shall be governed and construed in accordance with the laws of Pakistan. The courts of Pakistan shall have jurisdiction in respect of disputes arising hereunder.

**IN WITNESS WHEREOF**, the parties have caused this Contract to be executed by their respective duly authorized representatives.

For and on behalf of  
**Client**

For and on behalf of  
**Consultant**

Sign: \_\_\_\_\_

Sign: \_\_\_\_\_

Name:

Name:

Position:

Position:

CNIC No.

CNIC No.

Address:

Address:

Date:

Date:

Witness 1:

Witness 2:

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Name:

Title:

Title:

CNIC No.

CNIC No.

**APPENDIX - A**  
**STATEMENT OF WORK**  
**CONSULTANT TO CONDUCT THE BI-ANNUAL KHYBER PAKHTUNKHWA**  
**HEALTH SURVEY**

**Key Requirements**

In order to track the provision of health services across the province, Consultant shall conduct household survey to ensure that:

- a. Basic health indicators along the following 4 areas are measured:
  1. Immunization
  2. Antenatal and postnatal care
  3. Nutrition and breastfeeding
  4. Household and demographic characteristics
- c. In accordance with the current understanding between the Parties, Consultant shall develop and conduct the survey and ensure availability of all components essential to deliver timely reports
- d. Consultant shall provide the following services;
  1. Designing the sample framework
  2. Conducting sampling
  3. Hiring and training of enumerators and management staff
  4. Development of the app to collect data and procurement of phones/tablets
  5. Scripting of the questionnaire onto the data collection tool
  6. Pilot fieldwork and complete data collection following the CAPI methodology
  7. Data analysis to calculate indicators mentioned in project specifications
  8. Report writing and printing
- e. Consultant shall provide specific timelines of activities needed to complete the survey and share reports with the Department every February and July for 2 years after the contract is signed
- f. Consultant shall ensure to strictly adhere to timelines agreed upon at the beginning of the contract

Consultant agrees to provide the following services and meet the following standards:

**1. Hiring and training of staff**

- a) The bidder must have sufficient staff to ensure all components of the survey are completed in a timely manner. The bidder must provide details of the structure to be put in place to conduct the survey. The staff must include but is not limited to management, enumerators and data analyzers. Data collectors must be able to communicate in Urdu, Pashto, Hindku and Saraiki languages and must have strong communication and interpersonal skills. Enumerators should be culturally competent with the language and region they would be dealing with and be capable of interviewing

people of diverse backgrounds, including older adults, people with disabilities, teenagers, ethnic and religious minorities.

If the bidder decides to outsource any part of the contract to a third party, proper disclosure regarding services outsourced must be made to the Department to ensure transparency.

- b) The bidder will be responsible for training all staff members where necessary. Training must be conducted to ensure that enumerators are able to:
1. understand the questionnaire
  2. successfully record responses from units
  3. respect the units' privacy and,
  4. respond appropriately in the case of non-responses or reluctance from units

## **2. Sample design and methodology**

The bidder will be responsible to design the sampling framework and conduct sampling for each of the 36 districts. The bidder must follow a two-stage stratified sampling method to select Primary Sampling Units (PSUs) in the first stage, followed by selecting Secondary Sampling Units (SSUs) in the second stage. At this stage, the bidder must ensure to target only households with at least one child of up to 2 years of age. Specific households must be identified to conduct interviews at, in each PSU. The sample size must be reflective of the districts' share in the national and provincial population. The bidder must submit the details of the sampling methodology and framework to the Department before commencing data collection. All information used to calculate the sample size must also be shared with the Department to ensure transparency and accuracy.

## **3. Data collection and fieldwork**

The bidder must bear complete responsibility to organize and conduct all of the fieldwork required to cover the sample households. The bidder must communicate the complete schedule and team structure for fieldwork to the Department. The arrangement of all vehicles, traveling and living allowances and any other logistics must be made by the bidder. Data collection by enumerators must be supervised by monitors designated by the bidder. In addition, the Department may make random spot checks at the data collection sites.

The bidder must use the CAPI (Computer Assisted Personal Interviewing) method to collect data. To implement CAPI, the bidder will be responsible to ensure the availability of all necessary technological devices and tools. These may include but are not limited to android phones/tablets for enumerators, a mobile application and a central database to record and collect all responses. The bidder must assume the responsibility to develop the application and/or software and the procurement of the phones/tablets if necessary.

In areas where mobile/internet connectivity renders the use of the application impossible, the bidder is allowed to use the PAPI (Pen and Paper Personal Interviews) to CAPI methodology. In such cases, the bidder must put in place strict regulations to design a robust mechanism for the accurate transfer of data to the software once it has been collected. This mechanism must be shared with the Department.

Additionally, the bidder may request the Department for support in case enumerators face any roadblocks during field activities. The Department will extend support wherever appropriate.

#### **4. Software development and scripting of the survey tool**

The bidder will be responsible to develop the software and the associated mobile application. The bidder must translate the survey questionnaire to Pashto, Urdu and/or any other regional language to ensure data collection across the entire sample. The questionnaire must be translated and scripted onto the application or software to be used for data collection.

#### **5. Data cleaning and analysis**

In addition to data collection, the bidder must be responsible for data cleaning and analysis, which includes but is not limited to, translation of responses, filtering of irrelevant information and calculation of indicators agreed upon.

Calculations must be based on a previously agreed upon tabulation plan which the bidder must develop with the Department's support.

#### **6. Report development and publishing**

The bidder must agree to develop a comprehensive report based on the analysis conducted to present the findings of the survey. All of the indicators, so provided by the PE, shall be shown in the report.

The bidder must bear responsibility for the printing of reports, as acceptable by the PE. Reports must be printed and circulated every February and July and the bidder must ensure to adhere to these timelines to guarantee the survey's utility to the provincial government.

#### **7. Quality assurance and improvement**

The bidder shall have a written internal quality assurance (QA) plan for the monitoring and improving of services, which includes training and supervision of staff, ongoing performance assessment of the quality of information collected, and follow-up on identified issues. Any alteration of the frequency or strategy for monitoring shall only be made with prior approval of the Department. This includes, but is not limited to:

- a) Evaluation of data collection activities including monitoring of time taken to record responses from one household, abandonment rate, staff effectiveness, and use of management reports to improve performance.
- b) Provision of feedback to the Department regarding questions from units that the enumerators are unable to answer.
- c) The capability to gather and report on complaints, compliments and other service related comments/suggestions and protocol to respond to complaints.
- d) Performance assessment of services, staff training, and reporting to the Department.
- e) Provision of advice and recommendation to the Department regarding operations and management. Such responsibility shall include, but not be limited to, keeping the Department informed in a timely manner concerning such matters as new advances and technological improvements in telecommunications, innovation and any potential issues affecting the survey. The Department is not under any obligation to act on such advice or recommendations.

