

Request for Proposal (RFP) for Data Collection

(reference#: FWA/RFP24/001)



Project Code: Global

Project Title: Global

Donor: Multiple

Calendar of Events

| | <u>Time*</u> | <u>Date</u> |
|---|--------------|-------------|
| RFP Release | 17:00 | 14-Jun-24 |
| Intent to Bid Due Date | 16:00 | 21-Jun-24 |
| Deadline for Questions | 16:00 | 21-Jun-24 |
| Deadline for responding to the Questions | 17:00 | 25-Jun-24 |
| Deadline for Proposal Submission | 15:00 | 30-Jun-24 |
| Bid Opening | 16:00 | 01-Jul-24 |
| Demo Sessions for Technically Compliant Proposals | | TBD |
| Announcement of the Successful Bidders | | TBD |
| Start Date of the Contract | | TBD |

*All times are in the local time of the country program (see the footer of this page) of the Buyer

Table of Contents

| | | |
|-------------|---|-----------|
| 1.0. | Introduction..... | 5 |
| 1.1. | Background..... | 5 |
| 1.2. | Project Goal | 5 |
| 1.3. | Scope of Services | 5 |
| 1.4. | Key Deliverables | 6 |
| 1.5. | Constraints..... | 6 |
| 1.6. | Subcontracting | 6 |
| 2.0. | Administrative Information | 6 |
| 2.1. | List of Required Annexes and Documents..... | 6 |
| 2.2. | Expected Time Period for the Contract..... | 7 |
| 2.3. | Bidder’s Inquiries..... | 7 |
| 2.4. | Calendar of Events..... | 7 |
| 2.5. | Language..... | 7 |
| 2.6. | Currency | 7 |
| 2.7. | Format | 7 |
| 2.8. | Submission | 8 |
| 3.0. | Proposal Information..... | 8 |
| 3.1. | Response Location | 8 |
| 3.2. | Desirable Qualifications of the Bidder..... | 8 |
| 3.3. | Rules of Origin | 8 |
| 3.4. | RFP Addenda | 8 |
| 3.5. | Rejection..... | 8 |
| 3.6. | Withdrawal and Resubmission | 8 |
| 3.7. | Subcontracting Information | 9 |
| 3.8. | Proprietary Information..... | 9 |
| 3.9. | Cost of Preparing Proposals | 9 |
| 3.10. | Errors and Omissions..... | 9 |
| 3.11. | Contract Award and Execution | 9 |
| 4.0. | Evaluation and Selection | 9 |
| 4.1. | Evaluation Team | 9 |
| 4.2. | Administrative Screening..... | 9 |
| 4.3. | Technical Evaluation, Financial Evaluation and Due Diligence..... | 10 |
| 4.4. | Announcement of the Successful Bidder..... | 10 |
| 5.0. | Participation, Collusion, Ethics and Compliance..... | 10 |

| | | |
|-------------------|---|-----------|
| 5.1. | Sexual Abuse and Exploitation..... | 11 |
| 5.2. | Behavior..... | 12 |
| 5.3. | Human Trafficking | 13 |
| 5.4. | Zero Tolerance Principles | 13 |
| 5.5. | Reporting and Compliance..... | 14 |
| Annex I: | Acknowledgement of the RFP | 15 |
| Annex II: | Intent to Bid | 16 |
| Annex III: | Bidder Information Form | 17 |
| Annex IV: | Technical Offer..... | 18 |
| Annex V: | Financial Offer | 20 |

Dear Sir/Madam,

You are invited to submit a proposal for 3iSolution (hereinafter referred to as the 'Buyer') with the requirements mentioned herein. The purpose of this RFP is to identify suitable provider(s) related to Data Collection.

The Buyer is a not-for-profit organization created in September, 2008 and registered in France as an association by law of 1901. The Buyer is funded by the most valuable and renowned European donors, such as the French MOFA, EU (ECHO with whom the Buyer has the 2021-2027 Partnership Certificate), the Foreign Policy Instrument, DG NEAR, GIZ, SDC and United Nations organizations such as UNICEF, UNDP, UNOPS, UNEP and many others.

The Buyer currently works with the humanitarian and development sector in different countries and has been active in more than 25 countries during the last 15 years, with more than 300 projects implemented and with a current worldwide workforce of around 150 persons. The Buyer's work focuses on using the latest innovation and the technology offered by the private and academic sectors to enhance the power of information, to provide the most direct and concrete impact at the beneficiaries' level; 'our expertise, your impact.'

The Buyer's goal is to assist organizations to measurably improve the lives of people and communities who rely on their interventions. The Buyer supports humanitarian and development partners with context-specific services and solutions. To save lives, partners must act quickly and effectively when responding to natural disasters, emergencies and development challenges. To do so, the Buyer offers the best of technology and innovation to make it faster and cost-effective.

The Buyer anticipates that any potential provider (hereinafter referred to as the 'Bidder(s)') whose proposal proves to be an adequate solution for the Buyer's needs (as per the requirements set forth in this RFP) will be selected. All Bidders shall eventually be notified, whether they were accepted, rejected or unsuccessful.

With thanks in advance for your participation.

1.0. INTRODUCTION

1.1. Background

As part of the projects implemented by the Buyer across the globe, field assessments are often needed to be conducted to provide the Buyer's stakeholders with relevant data and information for better decision-making in the humanitarian and the development sectors.

1.2. Project Goal

This tender aims to provide the Buyer with services which can be used on-demand and as the needs arise. The Buyer reserves the right to sign more than one framework agreement (FWA) as non-exclusivity is desired in this RFP. This or these FWAs to be signed with (a) successful Bidder(s) are related to data collection services which can be used as part of current and future projects implemented by the Buyer. It is important to clarify that the mere signature of the FWA does not imply any financial commitment and therefore, purchasing from this/these FWA(s) remains the right and the decision of the Buyer. Overall and for the entire duration of the FWA(s) to be signed, the Bidder(s) is/are expected to fix their prices (with the possibility of taking into account considerable and unavoidable, yet documented market fluctuations) and other terms. It is important to note that an estimation of the actual expenditure is not possible due to the nature of the globality of this RFP and which will further depend on both current and future needs.

1.3. Scope of Services

Listed below is a summary of the services which are expected to be provided by any successful Bidder. These services are part of every item (service) to be priced and are expected to be carried out as part of any single purchase of any item (service):

- Designing or following robust methodologies.
- Conducting data collection activities.
- Recruiting and training staff for the purpose of providing the needed service.
- Managing logistics for data collection.
- Implementing quality control measures.
- Ensuring compliance with ethical standards.
- Providing regular progress updates and reports.
- Delivering products as per the agreed timelines.

Moreover, the services provided should include:

- Survey questionnaire review and refinement: to assess the suitability of the survey questionnaire provided for various cultural and geographic contexts. Adjustments or additions to ensure that the questionnaire is effectively tailored to the target populations will be recommended.
- Conducting pilot testing: before full-scale implementation, pilot testing of the revised questionnaire in selected target locations is to be conducted. This allows for the identification of any issue or area for improvement before launching the full data collection activities.
- Supervising fieldwork across multiple regions: fieldwork activities across various or multiple regions or countries are to be coordinated and supervised to ensure consistency and quality in data collection processes. This involves managing field staff, overseeing data collection activities and addressing any challenge which may arise.
- Data validation and cleaning: validation and cleaning of collected data are crucial for ensuring the accuracy and reliability of the datasets. Rigorous validation and cleaning processes are expected to identify and rectify any error. In case a survey entry is determined to be incorrect, it shall be promptly deleted from the dataset. Additionally, both clean and raw versions of the data are to be provided, accompanied by a detailed logbook. This logbook will comprehensively document all modifications made during the cleaning process, providing transparency and traceability. Furthermore, a deletion log will be maintained to track any

entries which have been removed, ensuring accountability throughout the data cleaning process.

- Collaborating with local partners or stakeholders: if necessary, to collaborate with local partners or stakeholders to facilitate data collection efforts. This may involve leveraging existing networks or establishing new partnerships to ensure the smooth execution of any service or project.
- Documenting challenges, lessons learned and best practices: throughout the project, to document the aforementioned aspects for future reference. This documentation provides valuable insights which can inform future projects and improve data collection processes.

1.4. Key Deliverables

The key deliverables resulting from the usage of the future FWA(s) include the following:

- Comprehensive data collection reports (work plans): to produce detailed reports for each target region/country, outlining findings, methodologies used and any limitation encountered during the data collection process. These reports provide valuable insights into the collected data and its implications.
- Raw and clean data sets: to deliver both raw and cleaned datasets in standardized formats compatible with the Buyer's data management systems. This ensures that the data is easily accessible and usable for further analysis.
- Quality assurance documentation: documentation of quality assurance procedures, including validation processes and error reports, is to be provided. This ensures transparency and accountability in the data collection process.
- Final project evaluation report: summarizing overall outcomes, insights gained and recommendations for future actions is to be delivered. This report serves as a comprehensive overview of the project's achievements and areas for improvement. The length of the report will vary depending on how complex the data collection process is. The report will consist of a presentation summarizing the overall findings of the data collection, including lessons learned and recommendations. It will not require specialized technical knowledge and will be a straightforward document outlining the project results.

1.5. Constraints

Constraints to be considered during the provision of any service under the FWA(s) are:

- Adherence to local laws and regulations: to comply with local laws, regulations and cultural norms governing data collection practices in each location of operation. Failure to do so may result in legal and ethical implications, and the termination of the FWA.
- Security and safety considerations: the safety and security of field staff of the Bidder or those working under its subcontractor(s) operating in potentially challenging or remote environments must be prioritized. Proper risk assessments, mitigation strategies and contingency planning should be in place to ensure their well-being.
- Budgetary limitations and resource constraints: these may impact the scale or scope of data collection activities in certain regions or countries. To carefully manage resources to maximize efficiency and effectiveness.
- Timely communication and coordination: due to differences in time zones and languages, logistical challenges may exist. As a result, to have robust communication protocols in place to ensure effective collaboration with stakeholders and the Buyer.

1.6. Subcontracting

Subcontracting is authorized for this proposal as long as it is explicitly mentioned and detailed in the technical offer (Annex IV) of the Bidder.

2.0. ADMINISTRATIVE INFORMATION

2.1. List of Required Annexes and Documents

The following documents are required as part of this RFP's submission. Please carefully go through this section and note that a proposal **will be administratively rejected** if any of the following document is either missing or not submitted as indicated:

- 2.1.1. Annex I: Acknowledgement of the RFP (filled, dated, signed and stamped)
- 2.1.2. Annex II: Intent to Bid (filled, dated, signed and stamped)
- 2.1.3. Annex III: Supplier Information Form (filled, dated, signed and stamped)
- 2.1.4. Annex IV: Technical Offer (filled, dated, signed and stamped)
- 2.1.5. Annex V: Financial Offer (filled, dated, signed and stamped)
- 2.1.6. The Bidder's registration document (a copy)
- 2.1.7. The Bidder's tax registration document, if applicable (a copy)
- 2.1.8. The Bidder's data protection policy (a copy)
- 2.1.9. The Bidder's data protection insurance policy, if applicable (a copy)

2.2. Expected Time Period for the Contract

The FWA(s) will be signed for a period of two (2) years.

2.3. Bidder's Inquiries

The Buyer will consider written Bidder's inquiries regarding the RFP itself or its requirements before the date specified in the Calendar of Events (next section). The Buyer reserves the right to modify the RFP should a change be identified that is in the best interest of it. To be considered, written inquiries and requests for clarification of the content of this RFP must be sent via e-mail to the RFP Committee at tender@3is.org by the local time in France and on the date as both specified in the Calendar of Events. All questions directed to the RFP Committee will be deemed to require an official response. Official responses to each of the questions presented by a Bidder will be sent simultaneously via email to all Bidders (without specifying the source of the inquiry), who expressed their intent to bid, by the date specified in the Calendar of Events. Only the RFP Committee has the authority to officially respond to a Bidder's questions on behalf of the Buyer. Any oral communication or any written communication arriving from an e-mail address different than the above one are not binding to the Buyer.

2.4. Calendar of Events

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The Buyer reserves the right to amend and/or change this Calendar of Events/schedule of RFP activities as it deems necessary.

2.5. Language

Unless otherwise stated, the default language for the proposal and any of its associated documents should be English. Any document presented in another language shall be accompanied by a certified English translation which will always prevail.

2.6. Currency

All rates to be quoted in this proposal should be in United States Dollars (USD).

2.7. Format

The Bidder should submit their technical proposal as specified in Annex IV which shall include enough information to satisfy evaluators that the Bidder has the appropriate experience and qualifications to perform the scope of services as described in this RFP. The Bidder should respond to all requested areas. However, the Bidder is free to provide a financial proposal for one or more than one lot/sublot. The Bidder should submit their financial proposal as specified in Annex V. Moreover, the Bidder should always refer to the **List of Required Annexes and Documents** (article one (1) under section two (2)) for the exhaustive list of required annexes and documents.

2.8. Submission

- The proposal must be submitted at the following e-mail address before the local time of the date specified in the Calendar of Events found in article four (4) under this section: tender@3is.org. The subject line of the e-mail should be: '**Data Collection_RFP_FWA/RFP24/001**'.
- In addition to the other mandatory required documents (which can be separately attached in the e-mail), the proposal must be received **in two separate files**, requiring the Bidder to submit the technical offer (Annex IV) and financial offer (Annex V) separately.
- It is solely the responsibility of each Bidder to assure that their proposal is received prior to the deadline for submission mentioned above. Proposals received after the submission deadline **will not be considered** and the Buyer reserves the right to reject any said proposal.
- All Bidders will receive a simple confirmation from the Buyer that their proposal has been received. This shall be sent before proceeding with the first phase of the evaluation (i.e. the administrative screening).

3.0. PROPOSAL INFORMATION

3.1. Response Location

The location targeted by the FWA(s) shall not be limited to any region or country. Annex V will list the needed regions.

3.2. Desirable Qualifications of the Bidder

To be elaborated in the technical offer (Annex IV).

3.3. Rules of Origin

N/A

3.4. RFP Addenda

The Buyer 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.

3.5. Rejection

The Issuance of this RFP in no way constitutes a commitment by the Buyer to award an FWA. The Buyer reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement. The Buyer will not be held liable for any impact on the bidders resulting from the cancellation of the tender. The tender notice itself does not bind the Buyer to implement the project.

3.6. Withdrawal and Resubmission

- A Bidder may withdraw a proposal which 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 Bidder must be submitted to the RFP Committee via the bidding e-mail mentioned above. The RFP Committee will then delete the e-mail containing the submitted proposal and save the e-mail containing the withdrawal letter for future reference. No submitted proposal may be withdrawn beyond the deadline of the submission of the proposals.

- If needed, a proposal may be resubmitted. Beyond the deadline of the submission of the proposals, the Buyer will evaluate the last submitted version.

3.7. Subcontracting Information

Any service or task to be accomplished by any subcontractor must be mentioned in the technical offer (Annex IV) of the Bidder. Moreover, all terms and conditions mentioned in this RFP, as well as the ethical clauses under section five (5) are also applicable to any subcontractor, if proposed.

3.8. Proprietary Information

Any information as part of the proposal submitted to the Buyer shall remain confidential. Please note that the Buyer reserves the right to archive any proposal received regardless of whether it was awarded or not.

3.9. Cost of Preparing Proposals

The Buyer is not liable for any costs incurred by prospective Bidders prior to issuance of or entering into a FWA. Costs associated with developing the proposal and any other expenses incurred by the Bidder in responding to this RFP are entirely the responsibility of the Bidder and shall not be reimbursed in any manner by the Buyer.

3.10. Errors and Omissions

The Buyer 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. The Buyer, at its option, has the right to request clarification or additional information from the Bidder. If the Buyer requires clarification on minor arithmetic errors or more information, an e-mail can be sent by the RFP Committee and a response by the Bidder must be received within forty-eight (48) hours. Furthermore, if errors are to be found in rates or prices, the amounts mentioned in words will always prevail, so is the unit price if there is a wrong total resulting from quantity being multiplied by a unit price.

3.11. Contract Award and Execution

- Before proceeding to signing the FWA(s) and after the evaluation, the Buyer reserves the right to ask the Bidder(s), to be potentially awarded, for a negotiated financial proposal.
- The result of this RFP will be (a) FWA(s) which will only be activated when a need arises. When it does, a Supplier Purchase Order (SPO) will be issued to purchase any item from the signed FWA(s).

4.0. EVALUATION AND SELECTION

4.1. Evaluation Team

The evaluation of proposals will be accomplished by the RFP Committee, to be designated by the Buyer, which will determine the proposal(s) which is/are most advantageous to the Buyers.

4.2. Administrative Screening

- All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP (e.g. submission of mandatory documents, signatures, stamps, dating the documents). Proposals found to be administratively incompliant will be immediately rejected and will not be further considered.
- The Buyer also reserves the right to reject a proposal if the Bidder changed the wording of the RFP in places where changes are not requested or required.

- In addition to the section five (5) on participation, ethics and compliance, the Buyer approaches duty-of-care obligations and compliance with the principles of 'do no harm' very seriously. Any breach of these ethical and legal obligations will subject the proposal to immediate rejection.

4.3. Technical Evaluation, Financial Evaluation and Due Diligence

Once the above step is completed, the proposals are then evaluated for their technical aspects. If and only if a proposal is technically compliant, it is then financially evaluated, along with the needed due diligence. Please note that due diligence requirements will be applicable to all technically compliant proposals. The below table provides the detailed criteria for the screening and evaluation process, as well as the weights of each criterium:

| Evaluation | Criterium | Score (100%) |
|----------------|---|---|
| Administrative | The compliance with administrative and mandatory requirements as specified in the RFP. | Accepted or Rejected |
| Technical | <ul style="list-style-type: none"> • Presentation and comprehensiveness of technical offer (12%) • Company profile and demonstrated experience (24%) • Methodology, approach, recruitment and training plan (12%) • Quality assurance, risks and mitigation measures (6%) • Number of similar projects implemented for NGOs (6%) | 60% (minimum passing score: 70% of the 60% = 42%) |
| Financial | <ul style="list-style-type: none"> • The lowest-priced proposal (20%) • Discount (5%) • Translation (5%) | 30% |
| Due Diligence | <ul style="list-style-type: none"> • Reference check (5%) • Demonstration of the services (5%) | 10% |

Important remark about the lot system: please note that this RFP will be divided into four (4) lots. A Bidder may provide a proposal for one (1) or more lots/sublots. Likewise, a Bidder may win one (1) or more lots/sublots, depending on the evaluation. The above evaluation will be applied to each lot/sublot.

4.4. Announcement of the Successful Bidder

The RFP Committee will notify the successful Bidder(s) and proceed to negotiate the terms of the contract. Unsuccessful Bidders will be notified by email accordingly.

5.0. PARTICIPATION, COLLUSION, ETHICS AND COMPLIANCE

- The Buyer encourages participation by all eligible Bidders without any form of discrimination. However, a Bidder will not be allowed to participate if they are found in any of the following situations:
 - Procedures involving the declaration of bankruptcy or if they are already bankrupt, court actions related to their assets, arrangements with creditors or business suspension.
 - Convicted of any professional misconduct by the court or found to be guilty of grave professional misconduct.
 - Convicted of any professional misconduct by the court or found to be guilty of fraud, corruption or any illegal activity.
 - Found not to be adhering to the local law and the due payments of taxes and contributions.

- Previously breached a contract with the Buyer or any contract funded by the donor(s) of the Buyer.
 - Debarred or not allowed to participate in tenders funded by major donors.
 - Found to be violating social rights, environmental conditions, humanitarian neutrality or taking part in the production or transportation of weapons or drugs.
 - Believed to breach, actually breached or in the process of breaching any aspect of the articles of this section.
- The Bidder commits to respecting the Buyer's ethical principles and code of conduct which are detailed in this section. By submitting a proposal, the Bidder commits to ensure the respect of such principles and in the general management of its company.
 - The Bidder shall not attempt to obtain confidential information, enter into unlawful agreements or influence the Buyer before, during or after the tendering process. By submitting a proposal, the Bidder declares that there is no conflict of interest with any stakeholder involved in the project (including the personnel of the Buyer). Additionally, the Bidder declares that no link exists with other Bidders and that there is no collusion with them (for example, members of the same family submitting different offers for the same RFP, sister companies owned by the same person submitting different offers for the same RFP, employees of the same company submitting different offers under their own companies for the same RFP). Moreover, the Bidder should not attempt to schedule individual meetings with the Buyer during the tender process. Any violation of any of this will also lead to the immediate rejection of the proposal and may result in the sharing of such information with other organizations for their awareness.
 - The Buyer reserves the right to reject the proposal at any time if the Bidder or, if applicable, its subcontractor(s) provided material support or resources to any individual or an entity that commits, attempts to commit, advocates, facilitates, or participates or is found guilty of fraud, active corruption, collusion, coercive practice, bribery, involvement in a criminal organization or illegal activity, or immoral human resources practices, such as the use of child labour or overriding basic social rights and work conditions or the standards defined by the International Labour Organisation (ILO), particularly in terms of non-discrimination, freedom of association, payment of the legal national minimum wage, no forced labour and the respect of working and hygiene conditions.
 - The Buyer is committed to limiting its environmental impact to a minimum and expects the Bidder and, if applicable, its subcontractor(s) to adopt a similar policy.
 - The Buyer reserves the right to use international supplier's screening tools to check the records of the Bidder or, if applicable, its subcontractor(s) with regards to their possible involvement in illegal or unethical practices.

5.1. SEXUAL ABUSE AND EXPLOITATION

The Buyer has zero tolerance for sexual harassment, exploitation and abuse. It commits to ensure the respect among its personnel and its programs of the following IASC Six (6) Core Principles relating to Sexual Exploitation and Abuse (SEA) and to the Secretary General's Bulletin on Special Measures for protection from sexual exploitation and abuses (ST/SGB/2003/13). The Bidder shall also respect these principles:

- **Principle 1:** 'sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
- **Principle 2:** sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defence.
- **Principle 3:** exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to beneficiaries.

- **Principle 4:** any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
- **Principle 5:** where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
- **Principle 6:** humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.'

The standards set out above are not intended to be an exhaustive list. Other types of sexually exploitive or sexually abusive behavior may be grounds for disciplinary measures, including the rejection of the proposal. The Buyer's staff, implementing partners/subcontractors as well as beneficiaries/hosting communities have the right and obligation to report any claims and suspicions related to sexual misconduct by the Bidder or, if applicable, its subcontractor(s) through the Whistle Blower Complaint Mechanism.

5.2. BEHAVIOR

The Bidder and, if applicable, its subcontractor(s) must behave in alignment with the code of conduct of the Buyer and hence in a manner which demonstrates:

- Respect of the four (4) humanitarian principles: humanity, neutrality, impartiality and independence.
- Solidarity with populations in need in the humanitarian sense of the word.
- Respect towards the target population and population of the country in general.
- A spirit of equality and mutual respect with the Buyer.
- No discrimination on the basis of gender identity, sexual orientation, race, religion, citizenship or national origin, age or disability.
- Respect of child safeguarding principles; this includes ensuring the compliance with the host country and local child welfare and protection legislation or international standards, whichever gives greater protection. Also, this includes prohibiting all the personnel of the Bidder and, if applicable, its subcontractor(s) from engaging in child abuse, exploitation, or neglect, including child labor, as well as the exposure to pornography. The Bidder and, if applicable, its subcontractor(s) must also comply with applicable laws, regulations, or customs regarding the photographing, filming, or other image-generating activities of children. Additionally, they must take appropriate action in response to allegations related to the violation of the child safeguarding principles, including, but not limited to, dismissal of their personnel.

This implies that the Bidder and, if applicable, its subcontractor(s) should:

- Show respect for the opinions, knowledge, lifestyle, religion, beliefs and attitudes of beneficiaries and the Buyer's staff and associated people.
- Observe the strictest political, religious and racial impartiality at all times, and abide by local and national laws as well as international humanitarian law (insofar as these do not contradict the humanitarian principles mentioned above).
- Strive to be conscious and aware of possible or unintended consequences of behavior, and take these into account in their specific behavior, speech, and actions.

- Ensure that their own behaviors respect the do-no-harm principles to beneficiary and communities.

Some legal restrictions are to be equally respected and abided to by the Bidder and, if applicable, its subcontractor(s):

- Under no circumstances shall the Bidder and, if applicable, its sub-contractors(s), offer or accept financial incentives, salary, bribes, kickbacks or other personal favors to or from the Buyer's personnel or associated people before, during and after the bidding process. If found guilty, the breach will result in the immediate rejection of the proposal. The Buyer's personnel or associated people also abide by a conflict-of-interest policy which dictates exercising good faith in all transactions and activities, as well not participating in any decision in which a conflict may exist between the Buyer's interest and the personnel's personal or family members' financial interest, or any other organization which the personnel may be affiliated with.
- The possible use of the Buyer's logos, stickers and/or material carrying logos is exclusively restricted to the terms of the proposal, if needed.
- If equally needed as part of the proposal submission, the Bidder and, if applicable, its subcontractors are required to responsibly use the premises and assets of the Buyer.

5.3. HUMAN TRAFFICKING

The Buyer has a zero-tolerance policy for Human Trafficking. Therefore, a breach of any of the below standards will result in the rejection of the proposal. The Bidder and, if applicable, its subcontractor(s) shall not:

- Engage in any forms of trafficking in persons.
- Procure commercial sex acts.
- Use forced labor in the performance of any activity related to the Buyer.
- Destroy, conceal, confiscate or deny access to the personnel or any other person to their own immigration or identity documents such as passports, IDs, drivers' licenses.
- Use misleading or fraudulent practices during the recruitment of personnel or selection of subcontractors/implementing partners, such as failing to disclose basic information or making material misrepresentations regarding the key terms and conditions of contracting, including remunerations, the location of work, the living conditions, housing and associated costs (if arranged by the Buyer) and if applicable the hazardous nature of the work.
- Use recruiters that do not comply with the local labor laws of the country in which the recruiting takes place.
- Charge personnel recruitment fees.
- Fail to provide return transportation or fail to pay for the cost of return transportation upon the end of employment. This except if the personnel are a witness and at that time the witness is still needed to testify.
- Fail to provide a recruitment contract/subcontracting agreement or other working document in writing. Such written documents shall be in a language that the counterpart understands. Any work contract shall include a description of the work, wages, allowances and applicable laws and regulations and shall state the prohibition of the trafficking of persons.

5.4. ZERO TOLERANCE PRINCIPLES

- Zero tolerance for the economic and sexual exploitation of people's personal vulnerability (including prostitution and trafficking) in the broadest possible sense.

- Zero tolerance for the willful abuse, physical or otherwise, of persons and any conduct which degrades the human dignity of individuals.
- Zero tolerance for sexual harassment and abuse.
- Zero tolerance for abuse of power and discrimination based on gender identity, sexual orientation, race, religion, citizenship or national origin, age or disability.
- Zero tolerance for open disrespect of cultural habits and customs.
- Zero tolerance for the use of recreational drugs and abuse of stimulants (alcohol).
- Zero tolerance for laxity (or gaps) in host country laws as an excuse for behavior.
- Zero tolerance for corruption and malfeasance (misappropriation of personal use of aid given to aid recipients, or of the Buyer's resources aimed to be used for humanitarian programmatic purposes).
- Zero tolerance for any activity which may result in any kind of child abuse.
- Zero-tolerance policy against the harassment or victimization of individuals submitting compliance-related reports.

The zero tolerance behaviors enlisted above are grounds for the termination of the Agreement.

5.5. REPORTING AND COMPLIANCE

- The Buyer is committed to the highest possible standards of ethical, moral and legal business conduct.
- In case of a believed or an actual breach of any aspect of all the articles of this section by a person or a group of people working or volunteering for the Buyer or the Bidder, a report can be submitted to: report@3is.org. Reports are submitted to the Buyer's President of the Board of Directors.
- To enable its treatment, reports should give as precise information as possible. The reporter's name and contact information are optional but encouraged. All reports are treated confidentially to the extent permissible by law. The Buyer will use all reasonable efforts to preserve the confidentiality of the reporters and to protect them against any possible retaliation.
- The information provided in a report may be the basis of an internal and/or external investigation by the Buyer into the issue being reported.
- In case of anonymous allegations, consideration will be given to the seriousness of the issue raised, the credibility of the concern and the likelihood of confirming the allegation from attributable sources. Malicious and/or false allegations may result in disciplinary action.
- Although a reporter is not expected to prove the truth of an allegation, any person submitting a report needs to demonstrate in their report that there are sufficient grounds for concern.
- The Buyer has a zero-tolerance policy against the harassment or victimization of individuals submitting reports.

ANNEX I: Acknowledgement of the RFP (one document for all the lots)

Data Collection
(reference#: FWA/RFP24/001)

The undersigned Bidder hereby acknowledges that they have read and understood all the requirements and specifications of the RFP, including all its annexes.

Official Contact: the Buyer requests that the Bidder designates one person to legally represent them and to be appointed as the communication focal point. Please fill in the information below:

| | |
|--|--|
| Authorized Representative Name: | |
| E-mail Address: | |
| Phone Number: | |
| Address: | |

By the submission of this Bid, the Buyer certifies or accepts the following:

- Acceptance of all the RFP articles, terms and conditions, including ethical clauses which, in case of any violation, may subject the Bid to immediate rejection.
- The Buyer may not choose the lowest-priced Bid.
- The validity of any Bid is one hundred and twenty (120) working days from the below signature's date. The Buyer may, in exceptional circumstances, request in writing to extend this validity.
- The Buyer may cancel this RFP or only partially award it. In doing so, no liability is to be incurred towards any Bidder.
- A background check may be done and may subject the Bidder to rejection.
- The Bid may be administratively rejected due to not fulfilling all the needed requirements in terms of required documentation and format (see article one (1) under section two (2)).
- The Bidder is not in any situation excluding them from participating; this includes any conflict of interest, any suspected or proven fraud, and any collusion situation (including, but not limited to, sister companies applying to the same RFP, subsidiary companies applying to the same RFP, Bidders from the same family applying to the same RFP). If any of the above is found or violated, the Buyer reserves the right to immediately reject the Bid. Moreover, any detected change in this RFP's text or in places where an input is not requested may lead to the rejection of the Bid as well.
- By signing below, the Bidder's representative declares that any information provided is true and accurate to the best of their knowledge. The Buyer reserves the right to verify any information provided. Any false information will lead to the exclusion of the Bidder from this RFP and future ones.

Name of the Bidder:

Date:

Name of the Authorized Representative:

Signature:

Title of the Authorized Representative:

Stamp:

Address of the Bidder:

ANNEX II: Intent to Bid (one document for all the lots)

Data Collection

(reference#: FWA/RFP24/001)

By submitting this document, the Bidder declares to the Buyer that they are interested in providing a Bid as part of this RFP. Please refer to the Calendar of Event on the cover page for the deadline for providing this document.

Please note that the Buyer may accept Bids for which this annex was not provided beforehand. This is especially true in the case of the late discovery of the RFP. However, this annex remains mandatory as part of the actual Bid submission.

To submit it, please send the filled, dated, signed and stamped annex document (this page) to the following e-mail address: tender@3is.org.

Name of the Bidder:

Date:

Name of the Authorized Representative:

Signature:

Title of the Authorized Representative:

Address of the Bidder:

Stamp:

Phone Number of the Bidder:

E-Mail of the Bidder:

ANNEX III: Bidder Information Form (one document for all the lots)

Data Collection
(reference#: FWA/RFP24/001)

As a potential Bidder (vendor, supplier, service provider, etc.), you are kindly requested to provide the information below so that you are added to the Buyer's database of Bidders.

| General Information | | |
|--|----------------------------------|--|
| Name: | | |
| Other Names, Acronyms, Abbreviations, Previous Names: | | |
| Phone Number: | | |
| Fax Number: | | |
| E-mail Address: | | |
| Address: | | |
| Website: | | |
| City: | | |
| Country: | | |
| Legal/Authorized Representative | | |
| Full Name: | | |
| Title: | | |
| Phone: | | |
| E-mail Address: | | |
| Detailed Information | | |
| Name of Owner, CEO or Board of Directors: | | |
| Number of Staff: | | |
| Parent Companies, if any: | | |
| Subsidiaries or Affiliated Companies, if any: | | |
| Sector of Activities: | | |
| List of Products or Services: | | |
| Payment Terms | | |
| Standard Payment Terms: | | |
| Preferred Payment Method: | Check, Bank transfer, cash, etc. | |
| Section Related to this RFP | | |
| Registration Provided: | Yes or no | |
| Tax Registration Provided: | Yes or no | |
| Other Documentation Provided: | | |
| First Reference (mandatory , to be used during the due diligence process) | Full Name: | |
| | Relationship: | |
| | E-mail Address: | |
| Second Reference (mandatory , to be used during the due diligence process) | Full Name: | |
| | Relationship: | |
| | E-mail Address: | |
| Third Reference (mandatory , to be used during the due diligence process) | Full Name: | |
| | Relationship: | |
| | E-mail Address: | |

Date:

Signature:

Stamp:

ANNEX IV: Technical Offer (one document for **each lot**)

Data Collection
(reference#: FWA/RFP24/001)

Important: For every lot to be quoted (this means that this annex should be submitted for every lot mentioned below as per the choices of the Bidder), the Bidder must consider the following format and structure their proposal with clarity and specificity according to the following guidelines, even if some information would be repeated.

For reference, the parent lots of this RFP are the following:

- **Lot #1:** Face-to-Face Data Collection
- **Lot #2:** Computer-Assisted Telephone Interviewing (CATI) Data Collection
- **Lot #3:** Computer-Assisted Web Interviewing (CAWI) Data Collection
A method of data collection in which respondents fill out online surveys using a web browser (i.e. it runs from the browser, adapts to any device and requires internet connection).
- **Lot #4:** Mobile-App Surveying Data Collection
Conducted using specific mobile applications on smartphones and tablets. These surveys are optimized for mobile use, taking advantage of device features such as GPS and cameras, and often include offline capabilities. That is, it is a multiplatform application which runs on the operating system itself, may have offline functionalities, and is often specifically designed for mobile devices.

Part A: Company Profile and Demonstrated Experience (a maximum of four (4) pages, excluding lists of experience)

- The Bidder is required to provide a comprehensive company profile (history, size, etc.) highlighting relevant experience in global data collection projects. This includes details about the firm's background, expertise and previous accomplishments.
- The Bidder must explain any partnership with local or other organizations relevant to the performance of the offered services. Special attention should be given to providing a clear picture of roles, responsibilities, reporting lines and accountability.
- In case of any potential subcontracting, the Bidder must explain who will conduct any subcontracted work and what percentage of the work, the rationale for such a decision, and the roles of the proposed subcontractors. Special attention should be given to providing a clear picture of roles, responsibilities, reporting lines, accountability.
- The following table format is recommended to demonstrate experience:

| Project | Client | Contract Value | Period of Performance (from/to) | Role and Functions |
|----------------|---------------|-----------------------|--|---------------------------|
| | | | | |

- If available, the following table format should be used to demonstrate experience with non-governmental organizations (please note that any project mentioned below **should be accompanied** by an official certificate of completion; this proof is mandatory for evaluation):

| Project | Client | Contract Value | Period of Performance (from/to) | Role and Functions |
|----------------|---------------|-----------------------|--|---------------------------|
| | | | | |

Part B: Methodology, Approach, Recruitment and Training Plan (a maximum of five (5) pages)

- The Bidder should outline their proposed methodology and approach to data collection in detail. This includes a description of the tools and techniques which they plan to utilize, as well as any considerations for cultural and geographical diversity. Additionally, the Bidder should specify if they use their own platform or utilize other tools (e.g. KoboToolbox, Open Data Kit (ODK)). Moreover, they must clearly describe their flexibility in conducting different types of surveys (open, closed, semi-closed). Furthermore, they should also provide information on statistical

methodology for data collection, ability to collect data in rural areas and any limitations which they might have while providing the potentially contracted services.

- To develop the methodology and the approach, please consider the fact that the desired number of surveys may range from one (1) to fifteen thousand (15,000) surveys (will be further detailed in the financial annex). Likewise, please consider that the average survey's completion time would range from one (1) minute up to 1 (one) hour and a half.
- A proposal should include a recruitment and training plan for field staff (if it is the case), along with strategies for ensuring data quality and consistency by the enumerators. The Bidder should explain their criteria for selecting and training field staff, including any provisions for translating surveys into local languages. Additionally, they should clarify if compensation is provided to survey participants.

Part C: Quality Assurance, Risks and Mitigation Measures (a maximum of two (2) pages)

- The Bidder must describe the potential risks related to the performance, which may impact the achievement and timely completion of the expected results, as well as their quality.
- The Bidder must describe measures which will be put in place to mitigate these risks.
- The Bidder must also elaborate on the quality checks to be employed to validate a survey.

Name of the Bidder:

Date:

Name of the Authorized Representative:

Signature:

Title of the Authorized Representative:

Stamp:

Address of the Bidder:

ANNEX V: Financial Offer (to be submitted separately from all other documents)

Data Collection
(reference#: FWA/RFP24/001)

Before pricing, please note the following:

- Any given rate should include all potential costs associated with carrying out the service (e.g. a pilot study, meetings, training, hire of personnel and their fees, logistical and operational arrangements including any hardware, software or licensing costs, fieldwork preparation including identification of respondents, data entry). Moreover, the quoted rate should include all the scope of services and key deliverables mentioned in this RFP.
- The quantity is always one (1) given that this will lead to the signature of FWA(s). During the lifetime of the FWA(s) and if any need arises, an SPO will be issued with the desired quantity of surveys.
- A Bidder may provide a proposal for one (1) or more lots/sublots. Likewise, a Bidder may win one (1) or more lots/sublots.

Lot #1: Face-to-Face Data Collection (including all potential costs, scope of services and key deliverables mentioned in this RFP)

Lot #1.1: Per Region (Asia)

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – Asia) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Asia) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Asia) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #1.2: Per Region (Middle East and Africa (MENA))

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – MENA) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – MENA) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – MENA) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #1.3: Per Region (Europe)

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – Europe) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Europe) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Europe) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #1.4: Per Region (Latin America (LATAM))

| # | Item Description | Unit of Measure | Price |
|--|--|-----------------|-------|
| 1 | Survey (for less than 30 minutes – LATAM) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – LATAM) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – LATAM) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #1.5: Per Region and Age Group (Asia – Underage)

| # | Item Description | Unit of Measure | Price |
|--|--|-----------------|-------|
| 1 | Survey (for less than 30 minutes – Asia – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Asia – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Asia – Underage) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #1.6: Per Region and Age Group (MENA – Underage)

| # | Item Description | Unit of Measure | Price |
|--|--|-----------------|-------|
| 1 | Survey (for less than 30 minutes – MENA – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – MENA – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – MENA – Underage) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #1.7: Per Region and Age Group (Europe – Underage)

| # | Item Description | Unit of Measure | Price |
|--|--|-----------------|-------|
| 1 | Survey (for less than 30 minutes – Europe – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Europe – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Europe – Underage) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #1.8: Per Region and Age Group (LATAM – Underage)

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – LATAM – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – LATAM – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – LATAM – Underage) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #2: CATI Data Collection (including all potential costs, scope of services and key deliverables mentioned in this RFP)

Lot #2.1: Per Region (Asia)

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – Asia) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Asia) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Asia) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #2.2: Per Region (MENA)

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – MENA) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – MENA) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – MENA) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #2.3: Per Region (Europe)

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – Europe) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Europe) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Europe) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #2.4: Per Region (LATAM)

| # | Item Description | Unit of Measure | Price |
|--------------------------------|--|--|-------|
| 1 | Survey (for less than 30 minutes – LATAM) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – LATAM) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – LATAM) | Survey | |
| | | Subtotal | |
| | | Tax | |
| | | Total Price (including all costs) | |
| | | Currency | USD |
| Total Price in Letters: | | | |

Lot #2.5: Per Region and Age Group (Asia – Underage)

| # | Item Description | Unit of Measure | Price |
|--------------------------------|--|--|-------|
| 1 | Survey (for less than 30 minutes – Asia – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Asia – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Asia – Underage) | Survey | |
| | | Subtotal | |
| | | Tax | |
| | | Total Price (including all costs) | |
| | | Currency | USD |
| Total Price in Letters: | | | |

Lot #2.6: Per Region and Age Group (MENA – Underage)

| # | Item Description | Unit of Measure | Price |
|--------------------------------|--|--|-------|
| 1 | Survey (for less than 30 minutes – MENA – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – MENA – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – MENA – Underage) | Survey | |
| | | Subtotal | |
| | | Tax | |
| | | Total Price (including all costs) | |
| | | Currency | USD |
| Total Price in Letters: | | | |

Lot #2.7: Per Region and Age Group (Europe – Underage)

| # | Item Description | Unit of Measure | Price |
|--------------------------------|--|--|-------|
| 1 | Survey (for less than 30 minutes – Europe – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Europe – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Europe – Underage) | Survey | |
| | | Subtotal | |
| | | Tax | |
| | | Total Price (including all costs) | |
| | | Currency | USD |
| Total Price in Letters: | | | |

Lot #2.8: Per Region and Age Group (LATAM – Underage)

| # | Item Description | Unit of Measure | Price |
|--------------------------------|---|--|-------|
| 1 | Survey (for less than 30 minutes – LATAM – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – LATAM – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – LATAM – Underage) | Survey | |
| | | Subtotal | |
| | | Tax | |
| | | Total Price (including all costs) | |
| | | Currency | USD |
| Total Price in Letters: | | | |

Lot #3: CAWI Data Collection (including all potential costs, scope of services and key deliverables mentioned in this RFP)

Lot #3.1

| # | Item Description | Unit of Measure | Price |
|--|--|-----------------|-------|
| 1 | Survey (for less than 30 minutes) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #3.2: Per Age Group (Underage)

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Underage) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #4: Mobile-App Surveying Data Collection (including all potential costs, scope of services and key deliverables mentioned in this RFP)

Lot #4.1

| # | Item Description | Unit of Measure | Price |
|--|--|-----------------|-------|
| 1 | Survey (for less than 30 minutes) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Lot #4.2: Per Age Group (Underage)

| # | Item Description | Unit of Measure | Price |
|--|---|-----------------|-------|
| 1 | Survey (for less than 30 minutes – Underage) | Survey | |
| 2 | Survey (between 31 minutes up to 60 minutes – Underage) | Survey | |
| 3 | Survey (between 61 minutes up to 90 minutes – Underage) | Survey | |
| Subtotal | | | |
| Tax | | | |
| Total Price (including all costs) | | | |
| Currency | | | USD |
| Total Price in Letters: | | | |

Discount

For the below table, please provide your **percentages** of discount given the **potential** number of surveys and the time needed to complete each one:

| Survey Duration\Number of Surveys | 200 – 500 | 501-1,000 | 1,001 – 2,000 | 2,001 – 3,000 | 3,001 – 4,000 |
|-----------------------------------|---------------|---------------|---------------|----------------|-----------------|
| Less than 10 minutes | | | | | |
| 11 minutes – 30 minutes | | | | | |
| 31 minutes – 60 minutes | | | | | |
| 61 minutes – 90 minutes | | | | | |
| Survey Duration\Number of Surveys | 4,001 – 5,000 | 5,001 – 7,000 | 7,001 – 9,000 | 9,001 – 11,000 | 11,001 – 15,000 |
| Less than 10 minutes | | | | | |
| 11 minutes – 30 minutes | | | | | |
| 31 minutes – 60 minutes | | | | | |
| 61 minutes – 90 minutes | | | | | |

Translation

For the below table, please provide your **rates** of translation knowing that any translation **should cover the survey itself, responses, metadata and the dataset:**

| Survey Duration\Languages* | Arabic & English | French & English | Spanish & English | Other & English |
|--------------------------------|------------------|------------------|-------------------|-----------------|
| Less than 10 minutes | | | | |
| 11 minutes – 30 minutes | | | | |
| 31 minutes – 60 minutes | | | | |
| 61 minutes – 90 minutes | | | | |

*The minimum output is always two languages regardless of the source language and regardless of the number of surveys

*If the project is to be implemented in one (1) language and there is no need for any translation, the above table does not apply

Name of the Bidder:

Title of the Authorized Representative:

Date:

Stamp:

Name of the Authorized Representative:

Address of the Bidder:

Signature:
