

**Answers and questions to Request for Quotation (RFQ)
Provision of services for the periodic quantitative data collection
on USAID ERA beneficiaries/
Питання та відповіді щодо Запиту на надання пропозиції (Запит)
Надання послуг з періодичного збору кількісних даних
щодо бенефіціарів USAID ERA**

BREQ-20-00006

<https://www.prostir.ua/?p=249452>

Answers please see in blue/ Відповіді надані блакитним

We, XXX, would like to clarify a couple of points in the RFQ:

1. Do we understand correctly that the subcontractor will use the database of telephone numbers of beneficiaries which is already present in USAID ERA MEL data collection system?
Answer: Correct. USAID ERA runs the database of the beneficiaries. The selected vendor will get access to all relevant records. USAID ERA will grant such access to the selected vendor team, which should comply with USAID ERA data security rules.
2. Could you please provide more details about expected data quality control procedures? In CATI surveys, we usually conduct 15% quality check (listening of call records) using the built-in module in our software in combination with a random selection of interviews for control. How should the subcontractor conduct quality check interviews with Fulcrum-based software? Will it be a simple random selection of interviews or will it be necessary to use special data quality features of Fulcrum?
Answer: USAID ERA requires checking the quality of 100% records made within work order, both baseline and progress data collected. The responsible person should check if the records made follow data logic, if there is correct information in correspondent fields, if there is missing information or data. When required the selected vendor should assure that there are no gaps in data and there is no missing information on beneficiaries. The USAID ERA team will explain all details during the introductory training
3. Referring to the Document Request for quotation (RFQ) – Chapter “Synopsis of the RFQ” it is mentioned that “Further details on requested services may be found in Attachment A: Price Schedule”. Following the document Attachment A is “Project Description” not the Price Schedule which is Attachment C. Please advise is it mentioned by mistake?
Answer: Yes. You are right, it is mentioned by mistake. Correct language is: “**Attachment C: Price Schedule/ Scope of Work for Services or Technical Specifications / Додаток С: Прайс-лист/ Технічне завдання**”
4. Document RFQ, item 13 (1) Technical Specifications and requirements for Technical Acceptability. It’s mentioned there: “Demonstrable institutional experience in provision of similar monitoring or data collection services to a network of clients in the private or government sector that should include foreign businesses and branches of international institutions based in Ukraine”. Please advise what do you mean by “clients **in the government sector** that should include foreign businesses and branches of international institutions based in Ukraine. We do not know examples

of government organizations that have international branches in other countries. Could you please explain detailly?

Answer: Please read carefully – it says “in the private *or* government sector that should include **foreign businesses and branches of international institutions based in Ukraine**”.

Examples of branches of international institutions based in Ukraine: UNDP, IOM, USAID, GIZ, etc. Foreign businesses are any businesses with foreign capital.

5. Please advise IS our company’s experience in surveys to companies like:

A) Oschadbank, Ukrtelecom, Ukrposhta etc correspond to your tender requirements?

Considering that mentioned companies are government and based in Ukraine, but they do not have international branches.

B) To private companies like SOCAR, Pravex Bank (Intesa Sanpaolo)

Considering that mentioned companies are international companies, but surveys were conducted not in the challenged regions?

We clearly understand that you do not evaluate provider’s experience in the frames of the asked questions. We’re asking this question just with the goal to optimize the time for preparing the offer and understand do we have chances to participate and win the tender.

Answer: see answer to the previous questions

6. Whom do you mean by USAID ERA beneficiaries according to these tender documents?

Are there usual citizens who are living in Donbas or small / middle size businessman who are living in Donbas?

Answer: USAID ERA beneficiaries are individuals and micro, small and medium enterprises (MSME) from USAID ERA target regions (Donetsk and Luhansk GCA and the Sea of Azov Sub-region) who get assistance from USAID ERA.

7. Will you provide exact list of ERA beneficiaries (name / telephone) who should be included into survey?

Answer: see answer to the question #1

8. It is mentioned in RFQ that are 2 methods of surveys: CATI (telephone interview) and paper questioning. Do we understand correct that team of enumerators should not go outside and conduct face to face interviews? In the frames of paper questioning enumerators just need to transfer the data from papers to e-database, is it correct?

Answer: Correct

9. It is mentioned in RFQ that approximate number of conducted interviews is between 1 – 3 000 pcs. Please advise if USAID uses both methods – paper questioning and CATI what percentage will be for paper questioning?

Answer: Currently it is hard to predict share of paper forms and number of beneficiaries to be surveyed for progress data collection. Before COVID-19 lockdown and crises average number of baseline forms collected was 700-800 questionnaires per quarter, while number of beneficiaries surveyed through phone calls was 1,000-1,500.

In total, USAID ERA aims to reach over 12,000 beneficiaries during the life of the Activity, this is 2,500-3,000 beneficiaries per year who should be surveyed for baseline data collection (via printed questionnaires of pdf forms). All of them then should be surveyed at least once to collect progress data. The USAID ERA team plans to survey individual beneficiaries at least during next 12 months after a beneficiary is onboarded/got assistance and survey MSME beneficiaries on regular basis till the end of the Activity.

10. It is indicated that companies should have and present evidence of DUNS (Data universal Numbering System). Is it obligatory to present company's DUNS in the frames of tender proposal? Or there is possibility to present this document before signing Contract Agreement?

Answer: You can present DUNS number before signing Contact Agreement. Please specify in tender documents your readiness to obtain DUNS number in the case to be a winner of the tender.

Questions collected during the Bidders' Conference

- Could you specify a little bit more about data transition to your database. What is the process? Can we use our software for data entry and then convert to your database?

Answer: The selected vendor team should use USAID ERA database to enter baseline data and to collect progress data via the Fulcrum app.

Baseline data collected via printed questionnaires or pdf forms should be transferred to the Fulcrum app manually. Progress data should be entered in the Fulcrum app during the phone survey.

- How many examples of relevant experience we need to provide in total? 7+3+3+3?

Answer: There is no total number of examples of relevant experience. Each relevant experience corresponding to requirements should be reflected in the number of examples outlined for each specific requirement. One example can cover several requirements.

- Requirement: The list of prospective enumerators, preferably located in USAID ERA target regions. If there is CATI method - what is the reason for this requirement

Answer: The USAID ERA's target regions are Donetsk and Luhansk GCA and the Sea of Azov sub-region. The USAID ERA offices/teams are in Sievierodonetsk, Kramatorsk and Mariupol. After COVID-19 related lockdown is over the USAID ERA team anticipates continue physical presence in the offices and more close interaction with the selected vendor through training and feedback sessions. All events will be organized in the USAID ERA offices.

- Fulcrum web application – will you provide the contractor with the fulcrum accounts, or should the contractor buy fulcrum for its enumerators?

Answer: USAID ERA will provide access to the Fulcrum app.

- Processing of questionnaires -- please clarify in what format the questionnaires will be provided to the vendor for processing: these will be paper questionnaires or electronic copies of them (pdf/scans), or also some electronic forms which will need to be transferred to the Fulcrum database?

Answer: if baseline data is being collected via printed questionnaires, the USAID ERA team will send scanned copies to the selected vendor team in order to transfer data from the questionnaires in the Fulcrum app; if baseline data is being collected via pdf forms, the USAID ERA team will send pdf forms and data from pdf forms should be transferred to the Fulcrum app manually (similar to scanned questionnaires); progress data should be entered in the Fulcrum app immediately during beneficiary survey.

- Enumerators for CATI and PAPI - should these be the same persons? These are two different teams (one for CATI, one for PAPI) or the same one.

Answer: The same.