

Ukraine Recovery Support for Transparency, Outreach, Resilience and Empowerment (U-RESTORE)

Request for Proposal (RFP) 2025-001

Community Resilience Survey for the Territorial Communities of Dnipropetrovsk and Zhytomyr Oblasts in Ukraine

1. Background

The U-RESTORE initiative is a project funded by Global Affairs Canada (GAC) and implemented by Cowater International. The project focuses on supporting Ukraine's efforts to rebuild infrastructure and restore governance functions in areas affected by conflict. The project aims to strengthen inclusive governance systems, support local administrations in reconstruction efforts, and enhance citizen engagement and participation in local recovery planning, including women and groups in vulnerable situations. U-RESTORE plans to select 12 targeted communities in Dnipropetrovsk and Zhytomyr oblasts, where it will focus its activities.

This RFP focuses on conducting a baseline assessment in the targeted communities, followed by mid-term and end-line assessments throughout the project implementation period.

2. Purpose of the Assignment

Cowater International is soliciting proposals from research companies with operations in Ukraine that possess expertise in both quantitative and qualitative data collection and analysis and have experience conducting research in Ukraine to serve as a local subcontractor (further referred to as the Subcontractor) and assist in data collection and analysis. Cowater International anticipates issuing one subcontract to a Ukrainian or international company or organization, provided it is legally registered and recognized under Ukrainian law and in compliance with all applicable civil, fiscal, and other relevant regulations. Such a company or organization could include a private firm, a non-profit organization, a civil society organization, or a university.

The Subcontractor will conduct a Community Resilience Survey and focus groups in 12 territorial communities across the Dnipropetrovsk and Zhytomyr oblasts. These communities are expected to be located outside the central cities of the oblasts. The list of selected communities is anticipated to be provided to the Subcontractor in March 2026. The Community Resilience Survey will be conducted three times during the U-RESTORE implementation period: in March-April 2026, again in 2028, and once more in 2030. The first survey, which is the subject of this RFP, will establish a baseline for assessing the progress of U-RESTORE and the targeted territorial communities. It aims to measure improvements in community resilience, including for women and groups in vulnerable situations, through a collaborative, transparent recovery process.

The draft survey questionnaire will be designed and developed by the U-RESTORE project team and shared with the Subcontractor.

The Subcontractor shall carry out the specific activities outlined below.

- I. Recruit field team and supervisor(s):
 - Appoint (or recruit) survey supervisor(s) to manage the assignment and logistics of surveys in the field.
 - Recruit enumerators in Dnipropetrovsk and Zhytomyr oblasts to conduct a face-to-face household survey in the settlements of selected territorial communities. The number of enumerators should be sufficient to conduct the survey over a period of four weeks.
 - Appoint a Quality Control Manager to oversee the survey, develop a robust data management system, train and supervise enumerators and field supervisors, manage survey logistics, oversee data entry, and validate the integrity of the data.
- II. Review data collection tools and program the survey questionnaire:
 - Review the draft data collection tools (survey questionnaire and scenario for focus group discussion (FGD)) provided by U-RESTORE.
 - Propose adjustments (if needed) to the data collection tools based on best practices for citizen surveys in territorial communities and U-RESTORE target communities (particularly women and groups in vulnerable situations), ensuring alignment with project objectives and local context.
 - The final version of the data collection tools in English and Ukrainian should be approved by U-RESTORE Deputy Team Lead – Programs.
 - Digitize the final questionnaire using proprietary or licensed survey software, ensuring all skip logic, transitions, and conditional flows are correctly programmed.
 - Test the digital version of the survey questionnaire for functionality and user experience. After piloting the digital questionnaire, debrief with enumerators to identify confusing questions, sensitive sections, and comprehension challenges, and document the changes made as a result of the enumerator inputs.
 - Ensure that the software supports offline data collection if needed.
- III. Design the sample:
 - In consultations with U-RESTORE, identify the sample size within each selected territorial community in Dnipropetrovsk and Zhytomyr oblasts, taking into account the confidence interval 90% and the margin of error 7% (135-138 individuals in each of 12 selected territorial communities, 1,620-1,656 individuals in total).
 - Design a sample for each selected territorial community, ensuring the proportional representation of all settlements within each of 12 territorial community and representation of women and groups (women and men) in vulnerable situations, including internally displaced people, people with disabilities, Roma people (if present in community), veterans, older people, female-headed households, individuals at risk of conscription, and rural populations (the belonging to these groups of some individuals could be overlapping). Include the utilization of the systematic random sampling method in each settlement of a specific territorial community to identify the households to be surveyed.
 - Utilize the data on the total populations and number of households in the selected territorial communities and all their settlements, and other data of the population of the aforementioned target groups, in designing the cluster sample. It is anticipated that U-RESTORE will share some of this data after the consultations with the selected territorial communities.
 - Design the composition of participants for two FGDs in each territorial community, ensuring participation of women and groups in vulnerable situations.
 - U-RESTORE must approve the specifics of the sample design and the FGD composition for each selected territorial community.

IV. Conduct enumerator training:

- In cooperation with U-RESTORE, develop a detailed guide for enumerators and supervisors that includes instructions for interviewing respondents and conducting an FGD, methods for data compilation, the survey itself, precise definitions of terms used in the data collection tools, and instructions for troubleshooting. The guide must include the principle of Do No Harm, gender-responsive and inclusive protocols, methods for ensuring that collected data is disaggregated by sex and other relevant identity factors, as well as protocols for handling sensitive questions related to psychosocial well-being, and gender-based violence, including appropriate referral information if applicable.
- To conduct the Community Resilience Survey, the Subcontractor shall provide training for enumerators and supervisors on the survey based on the detailed guide.
- To ensure standardized application of the survey, the Subcontractor shall test a random sample of questions with all enumerators to verify consistent application.
- Based on the data collection tools testing and enumerator feedback, adjust (if needed) the tools and technical programming of the survey questionnaire.

V. Implement the Community Resilience Survey:

- The Subcontractor shall assume sole responsibility for implementing the Community Resilience Survey in 12 territorial communities in Dnipropetrovsk and Zhytomyr oblasts in March-April 2026. Implementation shall include, but not be limited to:
- Identification of survey schedules.
- Coordination of community entry and, if needed, securing local permissions to ensure smooth data collection.
- Face-to-face household survey implementation, data collection, and follow-up at the field level, across all territorial communities.
- Management of transportation, equipment, and lodging for enumerators and supervisors in the field, ensuring the safety and security of the enumerators in the field.
- Ensuring the technical equipment for enumerators is sufficient in quantity and includes the necessary software to meet data collection needs.
- Survey validation and supervision: field supervisors to conduct occasional spot checks of the enumerators' adherence to data collection protocols and confirm the quality of data collection and entry.
- Conduct two FGDs with representatives of U-RESTORE target groups, including one FGD in the community administrative center and another in a different settlement within the territorial community.
- The Subcontractor shall be responsible for obtaining informed consent from survey respondents and FGD participants to ensure that the ethical guidelines for surveying are followed (the informed consent developed by U-RESTORE shall be included in the survey protocol).

VI. Ensure robust data entry:

- The Subcontractor shall conduct data coding, analysis and verification to include:
 - Data cleaning and analysis to identify potential data entry errors.
 - Data quality control - verification of no less than 15% of interviews.
 - Variable names generated by the program that correspond clearly and logically to the question labels used in the survey and allow follow-on surveys to be comparable.
 - Appropriate serialization of observations and a coding strategy that maintains consistent, unique identifiers for territorial communities and target groups to allow follow-on surveys to be comparable.

- Retaining and storing completed surveys in a manner that maintains the confidentiality and anonymity of respondents.

VII. Report on the Community Resilience Survey:

- Submit to U-RESTORE a clean dataset in a readable format in Excel or in standard statistical software (Access, SPSS, STATA, etc.) with the appropriate unique identifiers (individuals), codebook, and contact information of the surveyed respondents.
- Submit audio records and transcripts of the FGDs to U-RESTORE in their original language. Transcripts should be sent to U-RESTORE on a rolling basis for analysis.
- Submit an analytical report (in English) that includes frequency tables and graphs for each survey question with distribution by territorial communities and target groups, accompanied by simple data analysis. Submit a PowerPoint presentation for the overall analysis and one for each community.
- Provide U-RESTORE with a final status report describing the list of accomplishments upon deliverables within the period of performance, a description of all technical and non-technical issues encountered during the survey, lessons learned, potential flaws, and other relevant information.

3. Deliverables

Expected deliverables are:

Deliverable No.	Deliverable	Description
1	Field procedure plan for data collection	<p>Provided to U-RESTORE in electronic (PDF or Microsoft Word) format for review and approval.</p> <p>The field procedure plan should include a clear timeline for data collection, the composition of a field survey team (including the number of enumerators and field supervisors), management and organization of travel, equipment, and lodging logistics, as well as data transmission protocols.</p>
2	Detailed guide for enumerators and supervisors	<p>Provided to U-RESTORE in electronic (PDF or Microsoft Word) format for review and approval.</p> <p>The detailed guide should include instructions for conducting interviews with respondents, methods for compiling data, the survey itself, precise definitions of the terms used in the data collection, and troubleshooting instructions.</p>
3	Sample design	<p>Provided to U-RESTORE in electronic (PDF or Microsoft Word) format for review and approval.</p> <p>The sample design should include details on the sample for each selected territorial community, ensuring the proportional representation of all settlements within that community and of the U-RESTORE target groups. It</p>

		should also specify the expected composition of the FGD participants in each community.
4	Clean dataset including survey data and codebook, and FGD audio records and transcripts	<p>The dataset should be provided in a readable format, preferably in Excel or in a standard statistical software package (e.g., Access, SPSS, STATA).</p> <p>FGD audio records in MP3 format in their original language. Each file should be clearly labelled with the territorial community's name, location of the FGD (administrative center or other settlement), and date. FGD transcripts should include the transcribed audio records and must be proofread for clarity. The transcripts should clearly distinguish between the moderator's contributions and the participants'. Additionally, the transcripts should include metadata, including the location and date of the FGD, the number of participants, the target group(s) represented, the moderator's name, and any notable contextual information, such as interruptions or technical issues. Data should also be disaggregated by sex, age, and other relevant identity factors.</p>
5	Analytical report in English and PowerPoint presentations	<p>Provided to U-RESTORE in electronic (PDF or Microsoft Word) format for review and approval.</p> <p>The report should include frequency tables and graphs for each survey question, with distributions by territorial communities and target groups, and should be accompanied by a simple data analysis.</p> <p>PowerPoint presentations for overall analysis and for each community (13 presentations in total).</p>
6	Status report	<p>Provided to U-RESTORE in electronic (PDF or Microsoft Word) format for review and approval.</p> <p>The report should list the deliverables produced and submitted during the performance period, provide a detailed description of all technical and non-technical issues encountered during the survey, and include a summary of the survey results. It should also include lessons learned, potential flaws, and other relevant information.</p>

4. Payments Schedule

The final contract amount will be determined based on the selected Subcontractor's financial proposal and may be negotiated during the contracting process. U-RESTORE will pay the total fees to

the Subcontractor through a series of installment payments as outlined below. Any reimbursable expenses will be paid separately and only upon submission of actual receipts. The payment schedule for fees will be as follows:

- The first payment of 15% will be made upon approval of the field procedure plan for data collection, the detailed guide for enumerators and supervisors, and the sample design (deliverables 1, 2, and 3).
- The second payment of 65% will be paid after the submission of the clean dataset, including survey data and codebook (deliverable 4).
- A final payment of 20% will be made upon approval of the analytical report in English and the status report (deliverables 5 and 6).

5. Preliminary timeline

The table below provides a provisional schedule that may change based on community selections.

Deliverable No.	Deliverable	Due Date
1	Field procedure plan for data collection	March 4, 2025
2	Detailed guide for enumerators and supervisors	March 9, 2026
3	Sample design	March 16, 2026
4	Clean dataset including survey data and codebook, and FGD audio records and transcripts	April 6, 2026
5	Analytical report in English and PowerPoint presentations	April 13, 2026
6	Status report	April 20, 2026

6. Proposal submission process

Proposals can be submitted by a private firm, a non-profit organization, a civil society organization, or a university. U-RESTORE is dedicated to fostering an inclusive and diverse workplace. U-RESTORE particularly welcomes and encourages proposals from research companies that are women-led or led by individuals from diverse backgrounds and identities. Proposals should be in English and contain the following sections:

a. Technical Proposal

- 1) Corporate capabilities statement, highlighting expertise, demonstrated experience with international technical assistance programs for work of a similar size and scope in quantitative and qualitative research and recent experience in conducting research in Ukraine (preferably Dnipropetrovsk and Zhytomyr oblasts). (1 page).

- 2) A brief proposal (no more than 3 pages, excluding key staff biographies) that describes the company's technical and management approach to the assignment, to include:
 - An initial approach to the data collection plan. The proposal should include a tentative calendar of key activities, including enumerator recruitment and training, piloting, data collection, data cleaning and analysis, and reporting, as well as communication routines with U-RESTORE, with indicative durations.
 - The company's data quality assurance processes and proposed approaches for the assignment.
 - An approach to training enumerators.
 - A preliminary plan for addressing data collection challenges with women and groups in vulnerable situations.
- 3) An overall staffing and management plan, including key staff biographies (maximum 2 pages in total).
- 4) Risk assessment and mitigation plan (1 page). The proposal should identify key challenges and risks the Subcontractor foresees during each phase of the assignment (preparation, data collection, analysis, and reporting), including contextual, logistical, and safety and security risks for their enumerators in the field; data-quality risks; and communication risks, and propose realistic mitigation measures.
- 5) Descriptions of specific examples of previous work conducting quantitative and qualitative data collection in Ukraine, particularly in Dnipropetrovsk and Zhytomyr oblasts, including no fewer than three references (1 page, not including reference contact information).

b. Financial Proposal

Financial proposals shall be submitted as a separate document from the technical proposal. A template for the budget for the baseline survey is provided in Annex A, which bidders must complete, including as much detailed information as possible.

Financial proposals must be submitted in Ukrainian hryvnia (UAH) and must clearly show all applicable taxes on a separate line. Payments will be made to the Subcontractor based on approved deliverables for Fees and upon submission of original receipts for Reimbursable Expenses, in accordance with the payment schedule outlined in this RFP.

Financial proposals must be sufficiently detailed to allow evaluators to clearly understand how resources will be allocated and to assess value for money. The financial proposal must therefore include the following components:

Fees

The proposal must include:

- Titles of all proposed team members
- All-inclusive, fixed daily rate per team member (in UAH), including overhead, management, social contributions, administrative costs, and profit
- Level of effort (LOE) in days per team member

Reimbursable Expenses

Reimbursable expenses will be negotiated prior to contract award and will require prior written approval by Cowater International before reimbursement. All reimbursable expenses will be reimbursed at actual cost, upon submission of original supporting documentation, in accordance with Cowater International's reimbursement policies.

Eligible reimbursable expenses may include, but are not limited to:

- **Local transportation and travel-related expenses** directly related to field data collection activities (e.g. local public transport, vehicle hire where justified)
- **Accommodation**, where required for fieldwork in communities located outside enumerators' place of residence
- **Communication and reporting expenses** directly related to the assignment (printing of training or survey materials)
- **Interpretation or translation costs**, where required for survey implementation or reporting

U-RESTORE will not reimburse costs for standard tools of the trade, including but not limited to portable personal computers or mobile devices.

Bidders must request the budget template (Annex A) by email from the U-RESTORE procurement team at the address provided in this RFP.

c. Proof of registration

Proof of legal registration (e.g. certificate of incorporation, registration extract, or equivalent official registry document), clearly indicating the legal name, registration number, and country of registration of the Bidder.

7. Eligibility and Due Diligence

Proposals will be considered only from Bidders that are legally registered entities in good standing under the laws of their country of registration and, where applicable, duly registered and authorized to operate in Ukraine.

Cowater International reserves the right to verify the authenticity and validity of the submitted documentation at any stage of the procurement process and to disqualify any proposal found to be non-compliant, ineligible, or based on false or misleading information.

In the event that a selected Bidder is unable to satisfactorily complete eligibility verification or due-diligence requirements, Cowater International reserves the right to withdraw the award and proceed with the next highest-ranked Bidder.

Prior to subcontract signature, the selected Bidder will be required to complete Cowater International's full Supplier KYC¹ Form and submit any supporting documentation required as part of that process.

8. Conflict of Interest – Unfair Advantage

To ensure a fair and transparent selection process, Bidders must disclose any situation that could create an actual, potential, or perceived conflict of interest. Cowater International may reject a proposal if:

1. The Bidder or its personnel were involved in developing this RFP or the survey tools, or had access to information not available to other Bidders.
2. The Bidder or its personnel are currently working for, or closely connected to, any of the U-RESTORE Beneficiaries, including the selected territorial communities, local administrations, or Local Recovery Committees.
3. The Bidder has ongoing work in Dnipropetrovsk or Zhytomyr oblasts that could influence objectivity in sampling, data collection, or analysis.
4. Any proposed team member has personal, financial, or family ties with the staff of U-RESTORE or with the staff of the Beneficiary organizations.

By submitting a Proposal, the Bidder certifies that it is not aware of any information bearing on the existence of an actual, potential, or perceived conflict of interest. The Bidder further certifies that if it becomes aware of such information, it shall immediately provide Cowater International with a disclosure statement describing the situation.

Following the submission of the requested materials, short-listed applicants may be asked to respond to clarification questions regarding their proposals and, if necessary, to submit revised or additional information.

9. Proposal Submission Instructions

Proposals must be submitted electronically to: procurement@urestore-cowater.com. The Bidder shall submit the Technical Proposal as a single PDF document and the Financial Proposal using the format provided in Annex A (Budget Template). If you have any questions, please email procurement@urestore-cowater.com.

To ensure your proposal is considered, the subject line of the email should read: "RFP 2025-001 - Company/Institution Name – Community Resilience Survey".

Deadline for submission of expression of interest: [January 15, 2026](#).

Proposals submitted in response to this Request for Proposals shall remain valid for a period of ninety (90) calendar days from the proposal submission deadline.

¹ know-your-counterparty (KYC)

Any requests for clarification regarding this RFP must be submitted in writing to procurement@urestore-cowater.com no later than 15 calendar days prior to the proposal submission deadline. Responses to clarification questions will be shared with all prospective Bidders in an anonymized manner to ensure a fair and transparent procurement process.

All proposals received will be treated as confidential and will be used solely for the purposes of evaluating responses to this RFP.

10. Evaluation Criteria

Technical Evaluation

Proposals will be evaluated based on the following criteria:

1. Capacity and experience of the Bidder in terms of its demonstrated experience with international technical assistance programs for work of a similar size and scope, quantitative and qualitative data collection experience given the current security landscape in Ukraine, interviewing women, men, and gender-diverse people in vulnerable situations, and a pool of local enumerators able to work in the Dnipropetrovsk and Zhytomyr oblasts (15 points).
2. Soundness of the technical approach to the management and implementation of the data collection, and alignment with the work described in the RFP (30 points).
3. A clear and coherent approach to field-level data collection, given the current security landscape, interviewing women, men, and gender-diverse people in vulnerable situations, etc. (15 points).
4. The extent to which the Bidder currently has the staff capacity or has a clearly articulated plan to mobilize the required resources in order to meet expected results. (30 points).
5. Quality, realism, and feasibility of proposed mitigation measures for operational, contextual, and data-quality risks (10 points).

The maximum technical score is 100 points. A Bidder must receive a minimum technical score of 70 points to be considered for financial evaluation.

Financial Evaluation

The financial score will be calculated by comparing each proposal's total proposed **Fees budget** to the lowest proposed **Fees budget** received, using the following formula:

$(\text{Lowest proposed fee} \div \text{Your proposed fee}) \times 100$

Reimbursable expenses will be reviewed for eligibility, reasonableness, cost-effectiveness, and affordability, but will not be scored for price competition. Cowater International reserves the right to deem a proposal financially non-compliant if proposed reimbursable expenses are excessive, unrealistic, or cannot be accommodated within the available budget. Reimbursable expenses are subject to review and agreement prior to contract award and may be adjusted during contract negotiations without affecting the financial score.

The final score will combine the technical and financial scores using the following weighted formula:

$\text{Final score} = (\text{Technical score} \times 0.7) + (\text{Financial score} \times 0.3)$

11. Language Proficiency

A company representative communicating with U-RESTORE must possess an advanced professional proficiency in English and Ukrainian. Other staff, including enumerators, must possess an advanced professional proficiency in Ukrainian.

About Us

Cowater International is a leading global development consulting company founded in 1985. Headquartered in Ottawa, Canada and with corporate hubs in Montreal, Canada, Brussels, Belgium, and London, UK. Cowater International has successfully delivered a portfolio of over 2500 projects and assignments in more than 95 countries. We work with governments, private-sector actors, and communities to implement projects that support socio-economic development, institutional strengthening, environmental improvements, and the advancement of equal opportunities for all. We are a diverse and experienced team committed to building a better tomorrow for the people we serve. Our adaptive approach to management has led to our yearly award-winning work and recognition as one of Canada's Best Managed Companies since 2017.