

## Questions & Answers

### RFP#1903- 046- Conduct a Citizen Perception and Satisfactory Baseline Survey- Deir El Ahmar

This document provides information on a variety of topics which offerors should be aware of. These Questions arose during solicitation and written requests for clarification which were submitted via email. These consolidated questions and answers will be disseminated to all firms.

1. Page 4 of RFP, Section 2.1 “Technical Approach: It is mentioned that “only customers who answer “very satisfied” or “slightly satisfied” to the question of satisfaction in the survey will be counted under this indicator”: Can you kindly clarify what do you mean by this sentence? As we need to survey 411 hhs/SMEs, is it that only the ones that answer “very satisfied” or “slightly satisfied” to the question of satisfaction in the survey will be counted, so we have to increase our sample to reach 411 respondents who would report to be “very satisfied” or “slightly satisfied” to the question of satisfaction in the survey? [Refer to page 5: Since the indicator’s calculation is the increase of Percentage in Citizen Satisfaction, the offeror will not be responsible for capturing the increase in satisfaction, this will be at the endline survey which is not included in this RFP.](#)
2. Page 5 of RFP: It is mentioned that “As part of their technical proposal, offerors must provide up to 1 viable alternative approach for drawing a town-representative sample of the population”: please clarify what does this refer to. [The offeror needs to describe in his methodology how the sample of the population will be representing the town neighborhoods.](#)
4. Page 5 of RFP: It is mentioned that “All beneficiaries residing in the towns listed above are eligible to participate in the baseline survey no matter their background”: Please clarify if non Lebanese residents are eligible to participate in the survey. [Yes, all residents are eligible to participate.](#)
5. Please clarify if DT Global will develop the questionnaire for the survey or is it the contracted consultant? [The offeror will be responsible for drafting the questionnaire & INARA has to approve it.](#)
6. Page 8 of RFP: It is mentioned that “Offerors must describe at least One alternative approach to conducting a citizen perception survey using phone-based interview approach, representative at the town level. For each alternative approach, Offerors must include the following:
  - Discuss relevant technical pros/cons and relevant trade-offs of employing the approach.
  - Describe in detail each step of the sampling approach, including a description of the sampling frame, how it is constructed, when it was last updated, and any known or suspected issues regarding coverage limitations in the sampling frame.
  - Specify the sample size, clearly and transparently describe the equations, calculations, and assumptions used to calculate the sample size.
  - Specify, if applicable, what are the primary and/or secondary sampling units.
  - Specify the average population (households or individuals) of the sampling units.
  - How representativeness will be achieved and verified.
  - How Citizens will be contacted”.

Please clarify what is meant by this section? Shall we provide a methodology for conducting the survey through phone? If yes, I assume we should be adopting the same sample size and distribution as of the door-to-door survey, correct? So what do the listed clauses above refer to?

Please clarify. Yes, the offeror needs to describe the methodology for phone survey, The sample size, the selection of respondents and all the above listed points to be identified by the offeror based on his experience.

7. As DT Global has set restrictions on the use of tablets/phones made in China for the purpose of this survey, Will DT Global provide the required tablets/phones for data collection to the contracted firm and then retrieve them back once the project is over? **No, the tablets/phones need to be provided by the subcontractor.**
8. Pages 15-16 of RFP “The Cover page- Cost/Business: It is mentioned that the cover page of the Cost/Business Proposal should include “A Valid Business License or Registration Certificate”: How can the cover page include the Business license? The latter should be included in the Attachments folder as listed on page 16 of the RFP, section 5 “Attachments”. Please clarify **A Valid Business License number or Registration Certificate number shall be provided.**
9. Pages 20-21 of RFP “Attachment IV”: The attachment that should be signed and included in the “Attachments” file specifies on page 21 a “Contract/Subcontract No.”: As a “Contract/Subcontract No” is not provided in the RFP, please advise what should be filled next to this item. **Please refer to page 21 (e) Reporting requirement section 2 (i), it is mentioned “the contract number; the order number(s), if applicable”**
10. Page 8 of RFP: While listing the various steps to be undertaken by the contracted company, we noticed that you listed conducting 55 surveys as pretest before administering the training to the potential enumerators/supervisors. While we usually let the trained enumerators conduct the pilot /pretest after they receive the training, as a way to test their ability to accurately and correctly perform their data collection tasks, and we develop accordingly the pilot report including the issues raised by the trained teams, we ask you to please confirm if this could be done our way or if you want it your way. However, if we adopt your proposed action plan, we would need to budget for 2 hrs. to be surveyed by each trained enumerator (that would not count among the total 411 hrs.) as a pilot test and then report any issues faced to DT Global team. Please advise. **The 55 households’ surveys are to be conducted during the pilot survey phase and the result is included in the pilot report. The questionnaire need to be tested in 2+ households after the training session. Once the questionnaire is tested in 2+ households and found acceptable, the pilot phase shall start. Kindly refer to page 8: “Provide interviewers with opportunity to practice administration of the tool in a sample of 2+ household”.**
11. One of the main risks that may be faced during the project implementation is the road closure due to snow in most of the targeted areas. While we are writing this e-mail, our teams in the related areas informed us that Ainata road is closed by now. Please advise if you took this issue into consideration or have a plan B to address this issue if faced during data collection. **The schedule accounts for 3 weeks for the completion of the data collection which take into consideration any delays in accessing the site.**
12. Page 17 of RFP: Key Personnel and Staff. It is mentioned that the team structure must be between 2-3 pages, while it is also mentioned in the same section that CVs submitted should be up to 6 pages max. Please clarify the number of pages set for this section (Key personnel and Staff).

The team structure should include the organizational chart and positions to be appointed on the project, While the CV are the professional resumes of the specific personnel with their field of expertise.

13. Attachment IV (NDAA Form): as we need to fill in and submit this attachment in our proposal, please advise on the “Contract/Subcontract No.” to be listed in this form. [Refer to Q9](#)
14. Since the data collection is set to take place in late February/ Early March, we have one concern about whether the areas you specified in the ToR will be accessible on these dates. As you may know, harsh weather conditions may lead to road closures and snow blockades, making it impossible to collect field data, especially in remote and high-altitude areas.  
My question is, would it be possible to push data collection activities a few weeks forward if that were the case? Just until weather conditions allow our field teams to have access to data collection areas.

[The schedule accounts for 3 weeks for the completion of the data collection which take into consideration any delays in accessing the site.](#)

15. Please confirm the total number of weeks available for completion of the assignment. ‘Period February 2024 - end by May 2024’ could be read as 12 or 16 weeks.

[Kindly refer to Figure 1 Work schedule, The work schedule is a sample, and the offeror is required to prepare his proposed work schedule as part of his submission while limiting the timeframe to 14 weeks as shown in Figure 1.](#)

16. Please confirm DTGs estimated timeframe for review of each of the four reports to allow for appropriate work planning.

[Kindly refer to Figure 1 Work schedule, the timeframe accounted for review of each report by DT Global is 1 week \(5 working days\).](#)

17. Beyond the main indicator no research questions are proposed in the RFP. Is it expected that the Offerors’ will develop their own as part of the technical approach?

[The offeror will be responsible for drafting the questionnaire & INARA has to approve it as part of the inception report submission \(Methodology and Questionnaire\).](#)

18. The RFP does not mention any qualitative research. Is there scope within the technical approach for the Offerors to propose our own best practice in this area.

[The offeror will need to include in the inception report a background of the current situation which might require a desk research depending on his technical approach.](#)