

Questions and Answers to KAZAL/RFP 2022-01

№	Question	Answer
1	In the submitted TOR for Lot 2, there are 2 different references to the number of expected sample for refugees and PWH in the KR. One of them says 320 refugees and 600 STATELESSs, and the other one says 283 refugees and 588 STATELESSs. Could you clarify what sample we can take into account? Are these figures a sample or a general population?	The second, selective
2	Do we understand correctly that the sample you mentioned in Kyrgyzstan (for Lot 2) assumes that the survey will cover only 10% of the total population, that is, all persons of concern residing in these countries? Given the complexity of the audience, the low level of performance should be taken into account	survey of 283 refugees (about 81 households) and 588 stateless persons (about 187 households). 10% of the total sample is applicable in case of impossibility of face-to-face interviews and switching to telephone data collection
3	In what quantity and quality can we expect a database of contacts and addresses on refugees and stateless from UNHCR? Will these contacts be relevant? Based on our previous experience with refugees, most of them may not have a phone number, or the contact database provided may be outdated, making it very difficult to reach this target group. To achieve the specified sample size, it is necessary to obtain a database of contacts and addresses of refugees / stateless at least 5-10 times larger than the desired sample	<p><u>Kazakhstan:</u> Refugees: we can provide contacts of those who contacted us or partners, approximately 146 people/77 HHs.</p> <p>For Stateless Persons: For those with undetermined citizenship and those in process with partners, we may provide details such as name, phone number, and city.</p> <p><u>Kyrgyzstan:</u> For conventional and mandated refugees: 168 and 138 persons, respectively. The data will be provided by the Migration Department of the Ministry of Labour, Social Security and Migration of the Kyrgyz Republic and UNHCR. Contacts are current and not outdated.</p> <p>STATELESS: According to the Ministry of Digital Development of the Kyrgyz Republic, the number of stateless persons recognized de jure is 49 people. According to a telephone conversation with the UNHCR legal partner, Adilet Legal Clinic, the partner will be able to provide data on 10 de facto PBG individuals (names and contact numbers only). We assume that the NGO Ferghana Valley Lawyers Without Borders will be able to provide data on stateless living in southern Kyrgyzstan.</p>

		<p>In <u>Uzbekistan</u> and <u>Turkmenistan</u> we have mandated refugee (MB) phone numbers - 15 MB in Turkmenistan and 11 MB in Uzbekistan.</p> <p>Regarding stateless, in Turkmenistan, our partners can provide their contacts and / or contact them themselves.</p> <p>In Uzbekistan, it is proposed to consider the list of stateless, which was submitted by the Ministry of Internal Affairs of the Republic of Uzbekistan to UNHCR in 2020/21, and also to consider the option of requesting the Ministry of Internal Affairs to provide a list of stateless, since the previous list may not be up-to-date and the persons on the list have already received citizenship of Uzbekistan</p>
4	What will be included in the contact database? Name, phone number, residential address?	Name, phone number, city
5	Do you have any idea how it will be determined who will be interviewed face-to-face and who will be interviewed by phone?	The preferred and required method is face-to-face interviews. If it is not possible to conduct a face-to-face interview (e.g. for logistical or other reasons), a telephone interview will have to be used.
6	Will the contact base be provided by UNHCR for all countries, including Turkmenistan?	Yes
7	If it is not possible to cover Turkmenistan from the 3 target countries for Lot 1, can we submit our proposal for Lot 1?	Yes you can
8	Can you share more precise information about the geography of the study (not only regions, regions, but also settlements, municipalities, cities, villages)? If this information is not available, can you at least indicate in percentage terms how many refugees/stateless are concentrated in each of the areas you mentioned? This is necessary for a more accurate calculation of the estimate.	In the TOR, in the part “Assignment Objectives”, the total number of refugees and stateless persons, as well as the places of their main residence, are indicated.
9	Can we use other software than Kobo Toolbox?	Only need to use Kobo Toolbox
10	What is the approximate length of the questionnaire in minutes (or number of pages)?	Questionnaire in preparation
11	What do you mean by final report on research activities? Do we understand correctly that this is a technical report, which will describe the difficulties in the field work and the overall research process? Or do you expect us to report on the main findings of the study, including a descriptive analysis of the findings?	The report should include the main findings of the study, including a descriptive analysis of the findings. A description of the research process, difficulties in the field work and what measures were taken to overcome them can be given in brief.
12	Is there information at this stage on the duration of the questionnaire (in minutes/hours) that you plan to send to the Contractor? How many questions	Questionnaire in preparation

	does it include? How many of them are open, and how many are closed, semi-structured?	
13	In what language(s) is the final report, database and codebook expected to be received?	In English and Russian
14	Do we understand correctly that within the framework of the RMS you want to conduct only a quantitative study?	Yes, the methodology is quantitative and involves probabilistic sampling where possible.
15	Is it possible to make 1 technical proposal and 1 financial proposal with the requested attachments for both lots? Or do you expect to receive a separate package of documents for each lot?	In order to ensure equal conditions in the evaluation of bids, it is expected that bids will be received for each Lot separately, as bidders can submit bids for only one of the Lots.
16	Can we, in addition to assisting UNHCR in obtaining a letter of authorization from official government bodies, also expect to receive a cover letter from the UNHCR agency itself to facilitate data collection?	UNHCR can provide a cover letter.
17	What will be your actions if the sample you specified is not fully achieved for objective (out of our control) reasons: for example, if the contact database is out of date or some respondents refuse to participate? Do you expect us (the selected research team) to search for suitable respondents on our own through the snowball and available channels? Or, in this matter, we must rely entirely on the contact database you provided? Based on the experience of working with this target group, this (using a snowball) will only be possible in the Kyrgyz Republic and in a very limited amount.	In such a situation, the financial aspects of the limited use of the snowball method will be considered.
18	Do we understand correctly that several refugees and stateless persons can live in one household? Does this statistic only include people aged 18 and over? Or did you give the figure taking into account children with refugee or stateless status up to 18 years old? If so, do you expect the survey to be conducted among minors as well?	The survey will be conducted at the household level, meaning that the respondents will be: the head of household or other knowledgeable adult family member and a randomly selected adult in the household.
19	Is the questionnaire expected to be identical for all 4 study countries? Or will there be a separate, different questionnaire for each country? If some part of the questionnaire is the same for all, and some only for certain countries, can you roughly indicate their percentage (what part of the questionnaire is the common part)?	<p>The questionnaire will be the same for all target groups and countries.</p> <p>PART 1. Socio-demographic indicators and mobility Respondent: head of household or other knowledgeable adult household member</p> <p>Household List Mobility (for refugees, stateless persons) Documentation Vaccination of children under 5 years of age Disability Access to healthcare</p> <p>PART 2. Household wealth information</p>

		<p>Respondent: head of household or other knowledgeable adult household member</p> <p>Well-maintained and affordable housing with access to basic services Medical services and social protection Child's education</p> <p>PART 3. Questionnaire at the individual level Respondent: randomly selected adult in the household</p> <p>Unemployment and income Perceptions of safety and gender-based violence</p>
20	The same question arises in connection with different target groups. Will there be the same questionnaire for all target groups (refugees and stateless) or will there be differences?	<p>The questionnaire will be the same for all target groups and countries.</p> <p>PART 1. Socio-demographic indicators and mobility Respondent: head of household or other knowledgeable adult household member</p> <p>Household List Mobility (for refugees, stateless persons) Documentation Vaccination of children under 5 years of age Disability Access to healthcare</p> <p>PART 2. Household wealth information Respondent: head of household or other knowledgeable adult household member</p> <p>Well-maintained and affordable housing with access to basic services Medical services and social protection Child's education</p> <p>PART 3. Questionnaire at the individual level Respondent: randomly selected adult in the household</p> <p>Unemployment and income Perceptions of safety and gender-based violence</p>
21	According to open data, the majority of refugees and STATELESSs in the Central Asian countries are from Tajikistan, Uzbekistan, as well as Afghanistan, Pakistan, Syria and China. Do you have an idea in what languages the interview is expected to be conducted in addition to English, Kyrgyz, Russian, Tajik, Turkmen and Uzbek?	In Russian

22	In what language is the database expected to be provided in SPSS? In English or Russian?	Only need to use Kobo Toolbox
23	Does the Client's side wish to participate during the training for interviewers and observe the progress of the field work by going to the field together with the research team? If yes, in each country? Is it necessary to provide simultaneous or consecutive translation, transport costs and food from the selected Contractor?	Yes, the client side wishes to participate in the training for interviewers and monitor the progress of work in each country. The contractor does not need to include in the budget the cost of translation costs, transportation costs and meals for the customer.
24	To participate in two LOTS: if one company is selected as a leading company, the rest are listed as a partner, do all partners need to fill out Annex - B (in terms of information about the company), D, F? Or is the provision of this information by the leading company sufficient?	According to Articles 3, 4 and 5 of the General Terms and Conditions for Contracts for the Provision of Services, the Contractor must notify UNHCR of the application of a subcontract and obtain UNHCR's consent to use a subcontractor. It is also necessary to provide information about the subcontractor and indicate the information requested in the Technical Offer Form for subcontractor as well.
25	Can we bid for Lot 2, but cover only Kazakhstan and Uzbekistan?	Yes, a bidder may submit a bid for any one of the Lots. If the bid does not fully cover the selected Lot, the bidder must clearly indicate this in his bid.
26	Would it be possible to send a proposal if the contractor is not able to cover one or more of the territories?	Yes, a bidder may submit a bid for any one of the Lots. If the bid does not fully cover the selected Lot, the bidder must clearly indicate this in his bid.
27	Could you please inform us about the estimated duration of the questionnaire?	The questionnaire is being finalized and updated information will be communicated additionally.
28	Is four months the period foreseen for the whole study implementation – from its very beginning to its very end?	Yes, it is the entire period of implementation - from the beginning to the end.
29	Would the questionnaire include open-ended questions? If yes, how many?	The questionnaire will include closed and semi-opened questions.
30	Could you please confirm that the final sample of people to be interviewed is provided in the section Description of the assignment within the ToR: <ul style="list-style-type: none"> ○ Approximately 185 refugees (approximately 88 households) and 367 stateless persons (approximately 105 households) in Kazakhstan ○ 15 refugees (13 households) and 353 stateless persons (approximately 100 households) in Turkmenistan ○ 11 refugees (8 households) and 381 stateless persons (approximately 109 households) in Uzbekistan ○ 283 refugees (approximately 81 households) and 588 stateless persons (approximately 187 households) in Kyrgyzstan 	The sampling size is given on page 2 of both Lots
31	Could you please confirm that it would not be required from the contractor to conduct any listing of the households, but that the sample of	UNHCR will provide the available lists of households for interviews.

	households where interviews should be conducted would be provided by UNHCR?	
32	From the figures provided, it seems that all or all adult household members will be interviewed?	The survey will be conducted at the household level, that is, the respondents will be: the head of household or other knowledgeable adult family member and a randomly selected adult in the household.
33	Within the activities listed, it is mentioned that the contractor “should organise a final debrief at the end of fieldwork“ – is it meant to be a debrief with UNHCR?	Yes, it means debrief with UNHCR
34	In the section Deliverables , it is stated that „ <i>Final report about survey activities including transcription and report on debriefing sessions</i> “ should be submitted – could you please clarify what is meant under transcription? Should any/all of the meetings/briefings between the contractor and UNHCR be audio recorded and transcribed subsequently?	What is meant here is transcription (recording as audio and a text) of final debriefing sessions after survey activities are finalized. It is important to have documentation on how survey activities were done, challenges and (possible) limitations.
35	It is said that „ <i>data collection will be based on computer assisted personal interviewing (CAPI) using Kobo Toolbox</i> “. Given that company in most cases uses its own developed software for data collection (which guarantees possibility of high-quality control), would it be possible to use it instead of Kobo Toolbox?	Only Kobo Toolbox should be used.
36	Will the contacts of the respondents be provided and assistance provided in their involvement in the survey?	Yes, the contacts of the respondents that are available from UNHCR and its partners will be provided.
37	How many pages is the questionnaire/proposed duration of the interview?	<p>The questionnaire is under preparation and will include the following sections:</p> <p>PART 1. Socio-demographic indicators and mobility Respondent: head of household or other knowledgeable adult household member</p> <p>Household List Mobility (for refugees, stateless persons) Documentation Vaccination of children under 5 years of age Disability Access to healthcare</p> <p>PART 2. Household wealth information Respondent: head of household or other knowledgeable adult household member</p> <p>Well-maintained and affordable housing with access to basic services Medical services and social protection Child's education</p> <p>PART 3. Questionnaire at the individual level Respondent: randomly selected adult in the household</p>

		Unemployment and income Perceptions of safety and gender-based violence
38	If the questionnaire exceeds 40 minutes, is it possible to provide a reward?	The questionnaire will exceed 40 minutes, this should be taken into account in the budget.
39	The TOR states that the questionnaire will be programmed in the Kobo Toolbox, does this mean that the programming of the toolkit will be done by the Project?	Kobo Toolbox will be provided if needed.
40	The ToR states that the Project will provide a final sample for face-to-face and telephone interviews, does this mean that the Project will provide a sample with contact and address details of potential respondents? Including reserves	The preferred and required method is face-to-face interviews. If it is not possible to conduct a face-to-face interview (i.e. for logistical or other reasons), a telephone interview will have to be used. UNHCR will provide lists of respondents held by itself and those of its partners.
41	Who will be interviewed in the HH, head of household/informed member/other members? How many interviews are planned for each HH?	The survey will be conducted at the household level, meaning that the respondents will be: the head of household or other knowledgeable adult family member and a randomly selected adult in the household.
42	The TOR states that the Company will manage to obtain the permit “Organize the obtaining of the necessary permits and approvals in cooperation with the UNHCR”, from which entities is it planned to obtain the permit?	This will depend on each specific country - somewhere it is a Commission or Department of Ethics, and somewhere it may be a national department or Committee on statistics.
43	From which countries did the refugees and stateless persons come? Do they speak local languages (Kyrgyz/Russian/Uzbek for Kyrgyzstan) and depending on the country of the survey? This is important in order to provide for a language barrier.	Most refugees and stateless persons speak Russian to some extent.
44	Final report of survey activities including transcript and closing event report (without any analysis, substantive) - do you mean technical report describing the field process? Or an analytical report?	The report should include the main findings of the study, including a descriptive analysis of the findings. A description of the research process, difficulties in the field work and what measures were taken to overcome them can be given in brief.
45	On the 1st page of the TOR, the geography of Tashkent is indicated, on the 2nd page of the TOR, the geography of Uzbekistan is indicated. I would like to receive from you more specific information on the geography of the study, which regions will be involved in creating a methodology and calculating a financial proposal.	1 page of the terms of reference indicates the total number of refugees and stateless persons, as well as their main places of residence. Sample sizes are listed on page 2.