



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

**RESPONSE TO QUERIES FOR RFP # 009-2019 – ESTABLISHMENT OF ONE (1) YEAR FRAME
AGREEMENT FOR THE PROVISION OF POST RELOCATION MONITORING SERVICES**

1. Title 5.1 – Data Collection in Annex A of the tender documents states:

Prior to any house visit and field work activity, if requested by the activities of this contract, the Service Provider will ensure the relevant endorsement is formally received by DGMM, PDMM, MoFLSS, PDoFLSS and Governorates, through dedicated meetings at Central level (Ankara) and Provincial Level as needed, in order to have unrestricted access to the beneficiaries.

Are any such endorsements expected to be necessary in relation to the data collection activities in relation to the services to be rendered consequent to this tender? And, if so, will UNHCR provide an official letter to assist in the procurement of the necessary endorsements or share the responsibility for their acquisition?

Answer: This cash programme has been managed by UNHCR and government organizations jointly. The service provider will be supported by UNHCR for receipt of necessary endorsement through engagement with relevant authorities, and through facilitation of joint meetings. On the other hand, if needed, the service provider might have to apply to relevant authorities individually.

2. Will the contracted firm be allowed to use their own software for data collection, or will they be restricted to the software of UNHCR?

Answer: As stated in Annex A – Terms of Reference, the data will be collected using the software developed by UNHCR (kobo or other web-based application) on tablet computers. These tablet computers shall be provided by the service provider. All data shall be stored on UNHCR database.

3. In what format will the data from UNHCR's software be delivered to the contracted firm?

Answer: The data collected by the third party, will be stored in UNHCR's MS SQL server, and will be shared in excel format as a first choice. Other formats can be discussed with the contract holder, if needed.

4. Is the data collection software of UNHCR capable of recording data and carrying out GPS validations when / where internet connection is down?

Answer: The software programme requires internet connection for recording data. It does not record GPS validation.

5. In Annex A, it is mentioned that 500 interviews are expected. What is the total size of beneficiaries and the total list that will be shared with the winning research agency? Due to possible difficulties in reaching the interviewees, a much larger list may be needed. Additionally, what information will be provided regarding the interview households? Will UNHCR inform the candidate beneficiaries prior to the study?

Answer: The 500 household visits mentioned is indicative only and is sampled by UNHCR based on the population size of around 60000. Prior to sharing the list for households to be visited, UNHCR will call and receive their consent for participation for the primary list and substitute list. Afterwards, the



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contract awarded company will have to contact the respective households and receive the right address and book an appointment. Total population information shall be shared with the awarded company at the report generation stage. UNHCR will provide substitute household details, if necessary.

6. We understand that interviews can be spread during the year. Will we complete all interviews for a province at once or will we conduct interviews during different times in the year for the same province? For example, let's say that the number of interviews we must complete in a year for Istanbul is 100. Shall we make 100 interviews at once in the year or shall we spread interviews during different times in the year?

Answer: Interviewee size of 500 is an indicative number for a single specific project. For the given batch of 500, the service provider can consolidate and finalize interviews as necessary, as fast as possible.

However, the aim of establishing a Frame Agreement is to make possible the interview/monitoring of other batches within the contract period. These batches shall be separate and independent from each other. Therefore, consolidation of annual interviews per province will not be possible.

7. Who will be interviewed in the household, all individuals in the house or one person per house? If only one individual per household is to be interviewed, will the contracted company apply quotas as to who will be interviewed, such as gender, age, etc. or a rule to be provided by UNHCR or develop themselves?

Answer: UNHCR will provide the details of the person who shall be interviewed in a given household.

8. How many open-ended questions will be included in the questionnaire? And, will their coding be requested?

Answer: Number of open ended questions and requirement for coding will be determined by UNHCR and shared with the contract awarded company at a later stage, and for each exercise. In general there are few open-ended questions, and few integer questions, and limited to a short reply, not more than 200 characters.

9. The indicative list of provinces provided in Annex A includes 11% as *others*. Which cities will this include as the cost for cities will vary? Also, Istanbul and Izmir are mentioned in Annex A section 5.1 but are not included in the list. Could you clarify?

Answer: The list provided in Annex-A is indicative only and does not represent the full requirement. Potential bidders are therefore requested to provide the unit cost per interview for all provinces in Turkey. Actual cost will therefore be calculated by the unit cost for one interview in a given province multiplied by number of interviews in that province.

Given the nature of the work carried out by UNHCR, and the dispersion of the refugee population in Turkey, it is more likely that the interviews will be mainly carried out in south-east, Istanbul, Izmir, Ankara and other big cities in Turkey and their surroundings.

10. Regarding the sample report, should a dummy report for this project be prepared, for which the questionnaire is needed, or an actual report on a similar project on refugees be submitted? Additionally, we cannot provide final reports from other projects due to the confidentiality agreement in our contracts against sharing the reports with third parties.

Answer: The report to be submitted in the proposal should reflect the professional output that can be expected from the bidder. Either an actual report prepared for another project or a dummy report may be submitted. Questionnaire cannot be shared at this stage. If a final report from previous project cannot be provided, then a sample report can be generated by redacting the confidential details from the final report, such as organization name, specific data and report findings.

11. Does *Report Generation* shown in Annex C refer to general reporting or reporting per province?

Answer: Annex C refers to the analysis of compiled data and preparation of an overall final report in relation to the entirety of the data as indicated in Annex-A section 5.3 – Deliverables. Separate reports per province shall not be prepared.

12. In Annex-C, unit price is requested for 81 cities. However, we are planning to give unit price for relevant cities as indicated in Annex A only. Could you please confirm if this is sufficient?

Answer: The list provided in Annex-A is **indicative only** and does not represent the actual requirement. Potential bidders are therefore requested to provide the unit cost per interview for all provinces in Turkey.

13. Similar projects completed within the last 3 years are requested with documentary evidence. Would invoice or contract be acceptable in place of client's reference letter or certificate?

Answer: Documentary evidence in the form of signed contracts can be provided, although reference letters or work completion certificates detailing the nature of the tasks are preferred.

14. We don't have last audit report but will submit balance sheet in its place. Is this acceptable?

Answer: Potential bidders shall provide audit reports if they are subject to independent audit as per the Turkish Tax legislations.

15. You want assurance on language proficiency of the field team. If the interviewer is a Syrian citizen, I think we don't need any assurance. Is this correct?

Answer: Even if native speakers are employed, potential bidders shall indicate the selection process for the interviewers which ensures that right person that meets language requirements is selected.

16. Regarding the software developed by UNHCR. We use iPad and the software developed through IOS. Will UNHCR team develop software compatible with IOS? How would UNHCR control this system?

Answer: The software is compatible for working in any internet browser, preferably Chrome.

17. It is expected that field work data collection shall not take more than 2 weeks. Field team will be organized with appointments therefore field work can be take 4 weeks.

Answer: It is UNHCR expectation that bidders have the capacity to conduct data collection within two (2) weeks. However, potential bidders can provide alternative work plans with longer periods which will be evaluated proportionally.
