



January 29, 2023

Dear Madam or Sir,

Enclosed is a Request for Proposals (RFP) to conduct a public opinion survey on citizen awareness of legal rights and legal aid services in ten districts for USAID's Promoting Peace and Justice Activity in Bangladesh, implemented by Democracy International (DI). I invite potential research firms/ organizations to submit a firm fixed price proposal to perform services under this activity.

Your response should include both a financial and technical proposal prepared in accordance with the guideline provided in this RFP. This package must be submitted to DI's Evaluation Committee, PPJgrants@democracyinternational.com no later than 5:00 p.m. Dhaka time on February 14, 2023. Questions will be received until 4:00 pm Dhaka time on February 7, 2023. Please put the RFP number (4014006-POS1-01-2023) in the subject of the email. DI reserves the right to exclude late or incomplete proposals from its evaluation.

Thank you for your consideration.

Sincerely,

Heather Goldsmith, Chief of Party
USAID's Promoting Peace and Justice activity
Democracy International, Inc.

Part I- Terms of References (ToR)

Request for Proposals (RFP) to conduct a public opinion survey on citizen awareness of legal rights and legal aid services in ten districts (Bhola, Cox's Bazar, Cumilla, Gazipur, Jhalokathi, Lalmonirhat, Madaripur, Mymensingh, Rajshahi, and Satkhira) for USAID's Promoting Peace and Justice Activity ("the Activity").

A. Introduction:

The Activity is a USAID-contracted project implemented by Democracy International¹. It seeks to work with legal aid delivery organizations, judges and judicial staff, and vulnerable groups to improve access to and delivery of services in Bangladesh. In turn, it will promote rule of law, increase confidence in public institutions, and counter violent extremism. It will do this through three interrelated components: 1) improve the delivery of legal aid in the formal justice system, 2) strengthen case management capacity of the judiciary, and 3) raise citizen awareness of legal rights and responsibilities.

The Activity previously conducted a public awareness baseline survey in 2019 and midline survey in 2021. It now seeks to conduct an endline survey.

B. Objective of the Request for Proposals:

The specific objectives of the survey are:

- To measure the changes as the result of the Activity's interventions.
- To make comparisons between baseline, midline and endline results.
- To gain a better understanding of the Activity's effectiveness by comparing the control and treatment districts.

C. Methodology:

The Activity developed and adopted a rigorous methodology for baseline, midline, and endline survey at the beginning of the project. This survey must follow the methodology used in the baseline and midline survey to ensure consistency. This methodology will be provided to the successful firm upon award.

Questionnaire

¹ Democracy International, Inc. works on democracy and governance (DG) programs worldwide for the U.S. Agency for International Development (USAID) and other development partners. DI provides analytical services, offers technical assistance, and implements projects across the full range of DG programming. Over the past decade, DI has worked in more than 40 countries and in all regions of the world. Since 1985, DI's principals have advised and worked with election management bodies, civil society and election-monitoring organizations, political parties, legislatures, government agencies, and others in more than 70 countries.

The questionnaire will be quantitative in nature. A semi- structured questionnaire will be used to collect data from the field. The endline survey will use the same questionnaire as previously implement for the baseline and midline surveys. As per the set methodology, the survey requires at least 1,696 respondents. The sampling distribution follows:

Area	Sex	Each Treatment District	Each Control District	Eight Treatment Districts	Two Control Districts	Total
Urban	Male	30	37	240	74	310
	Female	30	37	240	74	310
Rural	Male	30	37	240	74	310
	Female	30	37	240	74	310
Ethnic Indigenous	Male	22	22	176	44	220
	Female	22	22	176	44	220
Total		164	184	1312	384	1696

The awarded firm will be provided the baseline and midline reports, data collection tools, and methodology.

Formation of data collection team

Recruitment of Field Staff

There will be an experienced team for data collections. The composition of field data collection team can be seen from the table below:

Team Members	Skills
Field Interviewers (FI)	Graduate, 3-5 years' experience
Field Supervisor (FS)	Graduate, over 5 years' experience One field supervisor for 5 data enumerators.
Quality Controller (QC)	2 QC executives will be assigned for the project, having around 5 years of experiences, at least graduate

Training of the Data Collection Team

Training for the data collection team will be held centrally in Dhaka. The trainees will be Field Interviewers (FIs) and Field Supervisors (FSs). The Quality Controllers (QCs) and the concerned researchers will also be in the training program. Mock test and interviews will be practiced in the classroom before going to the field for trial interviews. After evaluation of the performances, the successful FIs/FSs will be selected for the project. It is expected that the training duration will be 3 days, depending on the performance level. Representative from the Activity will be invited to attend the session.

Training topics for field team

- About the project, its objectives, purpose and importance
- Research methodology, research ethics
- Art of asking questions
- The Survey Tool
- Quality Control Measures
- Crisis management
- Practice

Data collection, validation, and processing

The survey data collection will be conducted with Computer-Assisted Personal Interviews (CAPI). Throughout the data collection period, spot checking and instant feedback mechanism should be in place. Expected to re-check 20% data by the supervisor and expert level consultant/s, 100% check filled-in questionnaires. Staff from the Activity will verify the data at field level in consultation with the selected firm/organization. The Activity must also be provided at least 48 hours advance notice of all sampling locations and have right to observe the data collection. The Activity expects data in MS Excel, but consultant firm will have flexibility to analysis data using MS Excel, MS Access, SPSS/STATA or any other statistical software. Data must be provided to the Activity electronically on a daily basis. It is notable the Activity reserves the right to request that a survey be repeated – at no cost to it - in the event there are reasonable questions about the ethics or legitimacy of the sample.

D. Required Tasks and Deliverables:

Tasks:

- Participate in a kick-off meeting with the Activity.
- Review and familiarize with the baseline and midline survey reports.
- Prepare instruction guidelines for field supervisors and data enumerators covering field data collection aspects as well as data quality assurance procedures.
- Recruit/train/deploy/supervise managerial and supervisory field staff as well as data enumerators. Organize all required arrangement for data collection at the field.
- Select the prescribed number of respondents as per the already-existing methodology and conduct interviews using the set questionnaire.
- Devise monitoring procedure of field enumeration and operations as well as for solving problems that may hinder or undermine quality of field enumeration
- Implement quality control protocols at field data collection, data entry, data processing, and data analysis stages in light of validity, reliability, timeliness, integrity, precision.
- Appropriate data analysis is to be carried out; standard statistical estimation procedures are to be adopted.
- Prepare electronic data file (in MS Excel format), marginal results and tabulations disaggregated by gender, and locations.

- Make a PowerPoint presentation in English of the survey's preliminary findings followed by a final presentation.
 - Prepare a draft report in English for comment and final submission of the report that responds to the feedback provided on the draft.
12. Other similar/relevant tasks and service as DI may reasonably request.

Deliverables:

- a.1.1 An Inception Report including: i) Survey Methodology and Sample Distribution, ii) List of the Primary Sampling Units (PSU), iii) Survey Team Composition, iv) Data Collection Plan, vi) Data Quality Checking Procedures, and vi) Data Analysis Plan.
- a.1.2 Training plan, including agenda, training material /PPT, participant sign-in-sheet
- a.1.3 Data submitted on a daily basis as well as raw and cleaned data of the entire sample
- a.1.4 A Preliminary Narrative Report in English languages in MS Word and PowerPoint presentation of the preliminary report.
- a.1.5 Final Report. A comprehensive final report (in English) within 30 days of completion of data collection. The final report shall include at least the following: i) executive summary (2-3 pages), introduction, methodology, limitation of the methodology, rational of the assessment, findings, findings-based recommendations, and conclusion. The report shall be in both MS Word and PowerPoint formats. The report shall also be annexed with: i) data tables for each question, ii) survey locations including district, upazila/thana, union/ward, and PSU (village/mahalla) names, and iii) an English version of the survey questionnaire. The final report should also include the final version of Excel database.

E. Assistance to be Provided by PPJ

- The Activity's Public Awareness Baseline and Midline Reports
- The Survey Questionnaire
- Generic introduction letter

Part 2—Instructions to Bidder

1 Type of Contract:

Contingent on donor and programmatic approval, DI intends to issue a firm fixed price contract of no more than 20,000 USD.

2 Submission of Questions:

DI will answer any further questions related to this RFP submitted by the bidders via email. The questions must be submitted by email sent to Evaluation Committee at PPJgrants@democracyinternational.com by February 7, 2023, 4:00 p.m., Dhaka, Bangladesh local time. DI will respond to these questions via email by February 9, 2023. DI will not provide technical guidance on preparation of your proposal regarding exact information to provide, cost or pricing, or any other technical requirement. No questions will be answered over the phone or in person: all questions must be submitted in writing via e-mail.

3 Submission of Proposal:

Last date of submission: **February 14, 2023, 5:00 p.m. Dhaka, Bangladesh local time**

All responses must be in English, and submitted to Democracy International through email:
E-mail: PPJgrants@democracyinternational.com. Please include RFP number 4014006-POSI-01-2023 in the subject line of the email.

DI reserves the right to exclude late or incomplete proposals from its evaluation.

Technical and Financial Proposals

- The Proposal shall consist of two parts: the technical proposal and the financial proposal. Bidders must submit financial proposals in **US dollars**.
- The technical proposal and the financial proposal **shall be submitted separately and in two different Files**.

The technical proposal must include:

- Not more than 10 pages proposal detailing understanding of the ToR, proposed methodology and approach, demonstrating experience related to legal aid study, field implementation plan, data quality assurance, team composition, etc.
- A proposed implementation timeline

Name, title, phone number, and email address for three references



The financial proposal must include:

- A budget narrative that outlines all foreseeable costs, including:
 - Salaries and Benefits
 - Per diem and Travel
 - Training
 - Implementation and Quality Assurance Costs
- A budget with detailed costs as outlined in the budget narrative.

Bids shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. A bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

Physical copies of proposals will not be accepted by the evaluation committee. All proposals must be sent electronically via email to PPJgrants@democracyinternational.com. Please include RFP number 4014006-POSI-01-2023 in the subject line of the email.

vi) All proposals are subject to the terms set out in this document

4 Scoring of Proposals:

Both technical and financial proposals will be evaluated by a panel of professionally qualified reviewers internally sourced from DI.

Technical proposal will be evaluated out of a total score of 70 points as per the following criteria.

- Ten (10) points for understanding of the ToR
- Twenty (20) points for proposed methodology, sampling
- Thirty (30) points for similar experience & expertise of the organization and
- Ten (10) points for the proposed timeline.

Financial proposal will be evaluated out of a total score of 30 points as per the following criteria:

- Competitiveness of unit prices proposed for each line item.

5 Award of Contract:

DI will award the contract for this solicitation to the successful bidder (the Vendor) that it considers best able to provide the services requested at the best value. DI reserves the right to accept or reject any proposal or annul this solicitation process at any time prior to the award of contract,

without incurring any liability to the affected Bidder(s) nor is DI obligated to inform the affected Bidder(s) of the grounds for rejection.

Best offer price quotations may be requested. It is anticipated that the subcontract award will be made by DI solely on the basis of the original offer. However, DI reserves the right to conduct negotiations or request clarifications prior to award. Highest-rated offers, as determined by the evaluation committee, may be allowed an opportunity to submit their best prices or technical responses in response to a Best and Final Offer (BAFO) request.

6 Payment Schedule:

Upon the award of contract DI will pay according to the following schedule. Dates of deliverables will be determined with firm/organization prior to the signing of the award.

Deliverable	Percent of Contract	Date Due
Deliverable 1: Final Inception Report	10%	Within 10 working days after signing of contract.
Deliverable 2: Completion of training supported with evidence (e.g., agenda, training material /PPT, participant sign-in-sheet)	15%	Within 20 working days after signing of contract
Deliverable 3: Completion and submission of data collection	20%	Within 35 working days after signing of contract
Deliverable 4: Preliminary Report	25%	Within 50 working days after signing of contract
Deliverable 5: Final report along with datasets and all annexes.	30%	Within 60 working days after signing of contract.

7 Invoicing:

The selected firm/organization shall submit invoices to DI no later than 10 business days after each deliverable is completed and approved. DI will deduct tax at source (as applicable) as per the regulations of the Government of Bangladesh. Company's Trade License, Tax/VAT registration certificate must be submitted with Quotation and VAT (MUSAK Challan 6.3) to be included with the final invoice.

8 Conflict of Interest:

The Bidder warrants that no DI employee or contractor has received or will receive any direct or indirect benefit arising from this solicitation or its subsequent award. All parties agree that the breach of this provision will result in the termination of the contract that may be awarded as a result of this solicitation.

9 Whistleblower Policy and Reporting Process:

DI is committed to operating with integrity and in full compliance with all applicable laws, regulations, and policies. No adverse action, including demotion, discrimination, or discharge, will be taken against a DI employee or Vendor in knowing retaliation for any lawful disclosure of information which the employee/vendor in good faith believes evidences:

1. A gross mismanagement of a federal contract or grant.
2. A gross waste of federal funds.
3. An abuse of authority relating to a federal contract or grant.
4. A substantial and specific danger to public health or safety; or
5. A violation of law, rule, or regulation related to a federal contract, including competition for or negotiation of a contract, or grant.

Employees/Vendors may make anonymous whistleblower reports online at <http://whistleblower.democracyinternational.com> or via email at whistleblower@democracyinternational.com.

DI will provide protection from retaliation for any whistleblower. Retaliation includes, but is not limited to, any form of intimidation, reprisal, or harassment. No supervisor, director, officer, or any other employee with authority to make or materially influence significant personnel/procurement decisions shall take or recommend an adverse action against an employee/vendor in knowing retaliation for disclosing alleged wrongful conduct. Any whistleblower who believes she/he is being retaliated against should contact the Principal, Director of Administration, or his/her supervisor. Any employee found to have so violated this Policy shall be disciplined, up to and including termination.