

REQUEST FOR PROPOSAL

Conducting Global Corruption Barometer Survey in the Maldives

1. INTRODUCTION

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective parties and individuals to submit a proposal, quotations and technical specifications to conduct a national survey of the adult population in the Maldives aged 18 years or older. The purpose of this survey is to assess public perceptions, experiences, and attitudes towards corruption in the Maldives. The RFP provides Service Providers information regarding relevant operational and performance requirements.

1.2. Coverage & Participation

Transparency Maldives (TM) reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation prior to the award without prior notification at any time without any liability or obligation of any kind or amount.

2. GENERAL INFORMATION

2.1 The Organisation

Transparency Maldives (TM) is a non-partisan organization that endeavours to be a constructive force in society by promoting collaboration and discussion on corruption, transparency, and accountability. TM seeks to engage with stakeholders from all sectors (government, business, political and civil society, among others) to raise awareness of corruptions detrimental effects on development and society, improve transparency and accountability in governance, and eliminate corruption from the daily lives of people.

Transparency Maldives received formal government registration in 2007, and is the National Chapter of Transparency International in the Maldives.

2.2 Schedule of Events

The following tentative schedule will apply to this Request for Proposal (RFP), but it may change in accordance with TM’s needs or unforeseen circumstances. Changes will be communicated by email to all service providers.

Event	Date
Release of RFP	28 June 2020
Questions from Service Providers Due	1 July 2020
Questions and requests for clarification related to this RFP are to be directed in writing to:	

Fazla Abdul-Samad fazla@transparency.mv	
Answers from TM will be provided in the online document - shorturl.at/rzLP3	2 July 2020
RFP Closes – All Bids Due	11 pm, 4 July 2020

3. PROPOSAL PREPARATION INSTRUCTIONS

3.1 Service Providers’ Understanding of the RFP

In responding to this RFP, Service Providers accept full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to TM as necessary to gain such an understanding. TM reserves the right to disqualify any Service Provider who demonstrates less than such understanding. Further, TM reserves the right to determine, at its sole discretion, whether Service Providers have demonstrated such understanding. Such disqualification shall be at not fault, cost, or liability whatsoever to TM.

3.2 Good Faith Statement

All information provided by TM in this RFP is offered in good faith. Individual items are subject to change at any time. TM makes no certification that any item is without error. TM is not responsible or liable for any use of the information or for any claims asserted there from.

3.3 Communication

Apart from the verbal communication that shall take place during the Information Session as per Schedule of Events in 2.2, other verbal communication shall not be effective unless formally confirmed in writing by a TM staff in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

3.3.1 Service Providers’ Inquiries Applicable terms and conditions herein shall govern communications and inquiries between TM and Service Providers as they relate to this RFP. Inquiries, questions and requests for clarification related to this RFP are to be directed in writing to:

Fazla Abdul-Samad
fazla@transparency.mv

3.3.2 Formal Communications shall include, but are not limited to:

- Questions concerning this RFP must be submitted in writing.
- Service Providers shall recommend to TM any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, Service Providers shall recommend to TM any enhancements, which might be in TM's best interests.
- Inquiries about technical interpretations must be submitted in writing.

3.3.3 Addenda TM will make a good-faith effort to provide a written response to the questions or request for clarification that requires addenda per the Schedule of Events in 2.2.

3.4 Proposal Submission

It is mandatory for Service Providers to send a proposal and a budget in electronic copy via email to fazla@transparency.mv on or prior to 11 pm on 4 July 2020, with the subject line, Proposal: Global Barometer Survey.

3.5 Criteria for Selection

TM will evaluate bids based on the following criteria:

Adequacy of sampling plan	25%
Fieldwork and quality control procedures	25%
Cost proposal	20%
Qualification of key personnel	15%
Organisational experience	15%

3.6 Selection & Notification

Service Providers determined by TM who possess the capacity to compete for this contract will be selected. The selected Service Provider will be notified. Those Service Providers not selected for the negotiation phase will also be notified via email.

4. SCOPE OF WORK & GUIDELINES

Transparency Maldives is seeking a Service Provider to conduct a nationally representative survey to measure public perceptions, experiences, and attitudes towards corruption in the Maldives. This survey is part of Transparency International’s Global Corruption Barometer (GCB) survey series, which measure people’s views on corruption in their country – generally, how the level of corruption has changed and in which institutions the problem of corruption is most severe, in addition to people’s experience of bribery in the past year across six different services. As such, the results of the Maldives survey will be compared with similar surveys that are being conducted regionally and internationally to build up a global picture of the extent of corruption.

4.1 Overall Design of the Survey

4.1.1 Sample

The survey shall be designed to be nationally representative. The Service Provider shall submit a sampling plan for an achieved sample with two different scenarios: a sample of 800 respondents and a sample of 1,000 respondents (18 years and older) covering all the administrative regions of the Maldives using random selection techniques. The sample design shall ensure that observations are stratified proportionately across the regions of the Maldives taking into account urban and rural population distribution.

The Service Provider shall specify all assumptions for the division of the country into a specific number of regions. The Service Provider shall specify the data source upon which the sample is based. Submitted proposals shall reflect this requirement for the fieldwork.

The sample shall include mobile telephone numbers. If the Service Provider wants to deviate from this, a rationale must be provided in the proposal.

4.1.2 Questionnaire

TM will provide the English text of the questions, consisting of approximately 40 closed-ended questions, including standard demographic and administrative questions (sex, age, education, occupation, employment status, place of residence, ethnicity, religious affiliation, etc.). Interviewing time is estimated at 15 to 20 minutes. The Service Provider will be responsible for translating the questionnaire into Dhivehi. The Service Provider must also conduct a back-translation by employing an external party as an additional check on the accuracy of the translation. TM will review the translated version(s) and provide comments to the Service Provider.

4.1.3 Computer Assisted Telephone Interview (CATI) script development

The service provider shall develop a CATI script which must be fully functional and conform to guidelines as per the questionnaire (routing, randomisation, rotation, single/multi-code questions etc.) The Service Provider should fully test the script and send TIM a test script via an online link along with “dummy data” after pre-test but before full fieldwork commences, so that it can be approved.

4.1.4 Training of Interviewers

Before pre-testing of the questionnaire, the Service Provider shall provide an orientation to the interviewers on the objective of the survey and review the questionnaire from the field perspective. The Service Provider shall provide a schedule for the orientation so that TM staff may observe.

4.1.5 Pretest

The translated and formatted questionnaire shall be pretested with 30 adults (18 years and older). The selection of respondents for the pretest shall also take into account gender, age, and other appropriate demographic criteria. The pre-test will identify comprehension problems, the appropriateness of response options, and the sensitivities that any questions may arouse. The Service Provider shall submit data from the pretest and recommendations to TM in accordance with the agreed-upon schedule.

4.1.6 Interviewing and Quality Control

Telephone interviews shall be conducted by trained interviewers. The Service Provider shall make arrangements for adequate numbers of interviewers to administer the questionnaires in Dhivehi. The Service Provider shall demonstrate that there will be a balance of male and female interviewers during the interview process.

Up to 5 documented attempts will be made to reach each number, on different days (including weekends) and at different times of the day, to maximize response rates and interview different types of people.

Respondents that were selected to be interviewed, but did not participate, should be tracked and the reason, including not home, refusal, etc. must be recorded.

Survey fieldwork and interview completion is determined by the Service Provider by taking into consideration the number of completed interviews and the quality and comprehensiveness of the data gathered. For a questionnaire to be complete, all of the relevant information, must be obtained and recorded into the database. No questions should be left blank (don't know answers will be allowed), except the ones skipped due to correctly applied skipping patterns.

Managers of the survey will randomly check enumerators via simultaneous listen-ins while interviewing and will listen to recorded interviews by each interviewer comparing the information shared in the interview with information recorded in the respective questionnaire.

Representatives of Transparency Maldives may visit the call center to monitor effectiveness, ensure quality and check for progress. The Service Provider will report to Transparency Maldives if any problems are noted with the implementation of the survey which may affect sample representativeness or the quality or comprehensiveness of the corruption and demographic data, and agrees to make every effort to rectify any issues.

Transparency Maldives will be provided with weekly reports from the service provider, which will include information on the number of interviews completed, the survey response rate, quantitative information about quality control efforts, and sections or questionnaires not completed, as well as general observations on the performance of team members. The Service Provider will take action to rectify any problems or emerging difficulties with the work or with the performance of individual team members.

4.1.7 Data Processing and Tabulations

The Service Provider shall organize survey data in SPSS in accordance with the guidelines set forth by TM and as found in the English-text of the questionnaire. Data entry must be checked for errors before proceeding. The Service Provider shall provide clear quality control measures for both field work and the data entry process. An Excel file with marginal frequency tabulations (topline data) shall provide results for the total samples and by sex, age, urban/rural distribution, education, region, and ethnicity or any other variable decided by TM. TM will need complete data set in both SPSS and Excel files.

4.2 Responsibilities of Service Provider (In close consultation at every stage with TM)

- a. Format, translate and produce a CATI script for the questionnaires.
- b. Ensure a back translation of the questionnaire is done by an independent third party.
- c. Pre-test the formatted and translated questionnaires.
- d. Identify population database used to design sample.
- e. Select sampling approach, construct sample and identify method for selecting respondents in consultation with TM.
- f. Describe means to be used to examine the representativeness of the achieved sample.
- g. Manage all aspects of fieldwork.

- h. Screen and hire field staff with appropriate qualifications and regional knowledge.
- i. Conduct training of interviewers and enumerators in consultation with TM.
- j. Prepare electronic data file (with weight if necessary), a marginal frequency tabulations file, and a methodological report.
- k. Institute quality control measures.
- l. Provide technical support during the dissemination of findings.

4.3 Materials Delivered by Service Provider to TM (all via email):

- a. Both English and local language versions of the questionnaires with the variable names used for data entered into the questionnaires that correspond to the appropriate question prior to launching the surveys.
- b. A link to the CATI script to test the questionnaire, including hard and soft checks, and skip patterns and acceptable values.
- c. Pre-test database containing 30 responses and report with recommended changes to the questionnaire.
- d. Weekly Progress Reports that include response rates differentiating between in-operational telephone numbers, non-response, refusals and quality control efforts on the particular week.
- e. The survey data when the following milestones are reached: ten percent (10%) of the overall number of interviews; and again, when fifty percent (50%) of the overall survey sample has been completed. The final set will be delivered after completion of one hundred percent (100%) of the interviews.
- f. A clean labelled database in SPSS electronic database format. The database will contain all variables and variable labels included in the questionnaire. It will also include weights and any other data necessary to conduct quantified tabulation. Each respondent should have a unique numeric identifier.
- g. A technical report/users guide, in English, on the data describing all codes, sampling biases introduced in the survey implementation and other pertinent information for researchers. The report will cover observations/experiences arising from the survey and the methodology employed. Any data removed in the editing process other than through clarification with the responding establishment will also be reported. It should include a summary of any key findings from the quality control efforts.

4.4 Materials to be Provided by TM

- a. English language text of questions and instructions for placement.
- b. Approval of sample design.
- c. Advice in interviewer training, as needed.
- d. Schedule for the project.

5. FUNCTIONAL REQUIREMENTS

5.1 Timeline

TM invites Service Providers to suggest a timeline to conduct this survey. Based on previous experience in Maldives, TM expects the telephone interviews and data processing to take approximately 8-10 weeks from the time the questionnaire is delivered to the Service Provider till the time that the data files and methodological report is delivered to TM.

6. FORM/CONTENT OF THE RESPONSE

Service Providers must provide the following information in order for their proposal to be considered. Both individuals or teams may submit proposals.

6.1 Details about the Service Provider

- Provide a brief description of the Service Provider, the services provided and a statement explaining how key team members meet the knowledge and skills needs of the assignment.

6.2 Technical proposal

- Technical proposal detailing Service Provider’s methodological approach and timeline for meeting the specifications set out in the Scope of Work and anticipated timeline detailed above in Section 4.
- Evidence of successful completion of a project of a similar size and complexity. Please provide a list of projects and reference contacts.

6.3 Conflict of interest declaration

- The Service Provider must provide a conflict of interest declaration with details of potential conflicts of interest and how to mitigate them. Failure to declare conflict of interests may result in disqualification of the Service Provider’s proposal.

7. BUDGET & ESTIMATED PRICING

Service Providers are required to fill out the following cost breakdown. Pricing must be in Maldivian Rufiyaa. Unit prices are required and in the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation. Technical Specification must be shown per each item.

No.	Item Description	Technical Specifications	QTY	Unit	Total
1.					
2.					

3.					
	Total				MVR

8. ADDITIONAL TERMS & CONDITIONS

8.1 Non-Disclosure Agreement

TM reserves the right to require any respondent to enter into a non-disclosure agreement.

8.2 Costs

The RFP does not obligate TM to pay for any costs, of any kind whatsoever, which may be incurred by a Service Provider or any third parties, in connection with the proposal.

8.3 Intellectual Property

The Service Provider shall not use any intellectual property of TM including, but not limited to, all logos, registered trademarks, or trade names of TM, at any time without the prior approval of TM, as appropriate.

8.4 Service Provider’s Proposals

All proposals and supporting documentation shall become the property of TM, subject to claims of confidentiality in respect of the proposal and supporting documentation.

8.5 Partial Awarding

TM reserves the right to accept all or part of the quotation when awarding the Contract.

8.6 No Liability

TM reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.

TM shall not be liable to any Service Provider, person, or entity for any losses, expenses, costs, claims or damages of any kind:

- Arising out of, by reason of, or attributable to, the Service Provider responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

8.7 Entire RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

End of RFP