Q&A

HCR/MYS/SUP/RFP/22/002 :
HOUSEHOLD SURVEY DATA COLLECTION
FOR A COMPARATIVE STUDY OF
LIVELIHOOD OF REFUGEES AND HOST
COMMUNITIES IN MALAYSIA

Annex B (Terms of Reference)	
Will there be a database provided for the host population sample?	No database will be provided for the host population sample. The firm will have to engage in primary data collection for the host population sample within the enumeration areas listed based on concentration of refugee communities. The list of enumeration areas would match the location of POCs sampled from UNHCR's registration database.
How many pilot interviews is UNHCR expecting to be conducted?	At present, we expect an estimated 40 pilot interviews to be conducted. However, this is yet to be finalized based on the number of languages that will be included..
Are the survey questions primarily quantitative or qualitative in nature?	The questionnaire will cover mostly quantitative/ pre-coded survey questions. Questions of a qualitative or open-ended nature would generally be requesting for specific information (such as salary).
The TOR states that languages the survey is to be translated to are Rohingya, Burmese, Arabic, Farsi, and Somali. Are these all the languages involved or will there be more nationalities/languages needed to sample the database?	In addition to the languages stated, the survey would also have to be translated in Bahasa Malaysia. The listed languages are UNHCR's preliminary assumptions based on expected respondent breakdown. However, this is subject to change after sampling is finalized.
Can additional information be shared on the KoBo Toolbox?	The data collection partner will receive access to KoBo Toolbox, and will be in charge of scripting and programming the questionnaire. The collected data will be automatically stored on KoBo as well. Data collection can be completed via the Kobocollect mobile app, or through a web form version of the survey. The Kobocollect mobile app is only available for Android devices. However, web forms will run on any device, including Apple iOS devices and laptops.
What details will be furnished from the refugee database?	Names, demographic information such as country of origin, phone numbers and other relevant variables will be provided. Details of this can be further discussed at the beginning of the assignment.
Is UNHCR open to a CATI approach for survey administration in light of safety considerations due to the spike in COVID-19 cases in the country?	Given the length of the survey (an estimated 60-90 minutes), it is preferred that a face-to-face survey be conducted. In the instance of movement restrictions or COVID-19 safety considerations, survey implementation will be delayed accordingly
Would it be possible to allow native-speaking refugees be trained and supervised to work as survey	This is possible, taking into consideration precautions to ensure unbiased interviewing.

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enumerators, removing the need to have interpreters present during the interview?	
Kindly confirm the format in which the dataset should be sent in (SPSS, ASCII, Excel etc.)	Excel would be preferred.
Will a template or list of desired information be provided for the administrative report?	Yes, UNHCR will provide an overview/outline of the final report at the kick off of the project.
Annex B1: Technical Offer Form	
What does the term 'Legal mandates' refer to?	This refers to any registration certification from the ROB/Ministry/SSM. "Authorized business activities" refer to "kod bidang". Please refer to the attached document for a sample of "kod bidang".
To what extent does UNHCR require the list of "list of previous and current clients" to consist of?	This would refer to a list of any relevant clients that are significant and relevant to the RFP requirements.
Is there a specific format/ template for the submission of "Track Record and Experience of Similar Projects"?	UNHCR does not have a specific format or template for the submission of this information. Suppliers are welcome to submit this in their own format.
Under "Proposed Work Plan and Approach", there is a point on "Understanding of the required services". How does one confirm this?	The signing of the Technical Offer Form indicates the bidder's confirmation that the proposal submitted conforms to the requirements specified in the TOR.
Are there alternatives in the event that the firm is unable to produce recommendation/ reference letters?	In the event that reference letters are unavailable, firms are welcome to list contact details of references for further follow up by UNHCR.
Annex D: Vendor Registration Form	
Under Nature of Business, do we list as *Other (specify):* 'Market Research' or 'Consulting Company'?	Companies can include both business natures if they are performing both tasks in their business.
RFP Data Collection	
UNHCR has stated in the terms that they will not provide any advanced payments. However, given that the study is very large with an almost year-long time frame, will UNHCR consider an appeal for staggering advanced payments according to project progress?	UNHCR typically releases payment against deliverables agreed in the contract. In order to release the first payment, the contractor will be required to submit a detailed workplan at the minimum. The first payment shall not exceed 20% of the total contract value. The contractor is welcome to propose progress payment upon successful selection.