

Q&A:

- 1. Q: In Annex 1 of the RFP/ Section Description of required services/ sub-section a. Key functions: it is mentioned that "a survey has been developed and that UNCDF will launch the first set of results for the Pacific countries in June-July 2023". Have these results already been launched/published? If so, is there a way (internet links, public documents, etc.) to consult them? In addition, would there be accessible documentation describing the approach used during the study in the Pacific countries?**

A: The survey tool that was used in the Pacific countries is available on Appendix B of the main report of “Assessing Digital and Financial Literacy in Fiji. Interested parties are able to access the Fiji report by clicking [HERE](#).

The protocol from the Fiji survey is described in detail in the report. However, the selected organization/consortium will update the protocol so that it corresponds to the local conditions in Niger and Gabon.

Moreover, in the Fiji Report on page 11, interested applicants have access to the applied methodology.

- 2. Q: You mention that the survey tool that forms the basis of the survey in Gabon and Niger was originally developed for Fiji and other countries in the Pacific region. Is this survey available?**

A: Yes, please refer to question #1. The questionnaire designed (English) for Fiji is available now in Appendix B of the Main Report “Assessing Digital and Financial Literacy in Fiji” at this [link](#).

- 3. Q: The TOR says that the company will provide “translation into the main local languages”. Could you kindly tell us which languages you consider ‘main’ in Niger and which in Gabon.**

A: While we expect the firm to know the landscape of Niger and Gabon and make an informed offer based on their experience in these countries, we do not expect all national languages will be part of the survey. Firms should consider those languages most widely spoken. For instance, in Niger, firms should consider the most spoken « *languages de communautés* » i.e. Haoussa, Zarma, Tamasheq and Peul. While in Gabon, applicants should consider at least the three most widely spoken languages: Fang, Mbédé and Punu.

- 4. Q: Can you confirm that the current survey is available in English only? Or do you already have a French version?**

A: There are both English and French versions already available. However, some revisions are still required to tailor the content to some specific local words and incorporate pertinent examples that resonate in the Niger and Gabon local contexts. This will ensure that the survey

effectively captures the vocabulary and terms of respondents from these regions. By this we mean local terms for financial products and services, for example.

5. Q: The TOR mentions that we can use “... both in-person and computer-assisted technologies (i.e. CATI, CAPI)”. Do you mean that you would consider sending the survey via email to some respondents? If so, what type of respondents would you consider eligible for web-based surveys? Would you like the company to conduct interviews both via telephone and in person? If so, could you indicate how many of the surveys you expect will be done in person and how many via telephone?

A: We do not anticipate sending the survey through email to any participants. The chosen organization or consortium is expected to conduct interviews **either in person or over the telephone, aligning with the prevailing practices in each country**. For instance, in Fiji, the distribution was 60% in-person interviews and 40% via telephone. However, in the context of Niger and Gabon, a different distribution is envisaged, with approximately 80% of interviews to be conducted in person and 20% via telephone. In the technical proposal, applicants should provide a rationale for their proposed tools and distribution. The choice between conducting surveys in person or over the phone shall not affect the quality of the survey, but rather hinging on the prevailing attitudes of the people in Niger and Gabon being surveyed. The decision on the administration channels of the survey will be contingent upon the local attitudes in the two countries and shall be part of the technical proposals to explain the rationale on the strategy.

For data collection, the selected organization or consortium is required to employ computer-assisted methodologies such as Kobo-collect, ODK, or similar tools, regardless of whether the data is collected in person or via telephone. Typically, the survey will be pre-programmed onto a tablet computer for enumerator use.

For a more comprehensive understanding of how sampling was conducted in the Fiji context, interested applicants can refer to the Fiji report. You can access the report through the provided link [HERE](#).

6. Q: What sample size do you expect the company to include? Can we assume you expect the same sample size as was interviewed in Fiji and the same proportion of phone-based interviews? Do you expect the sample size for Niger to be larger than for Gabon, reflecting its larger size?

A: Taking into account a 2.5% margin of error and a 95% confidence level, akin to the Fiji survey, the target sample size for each of the two countries would be approximately 1600 individuals per country. We are aiming for a sampling approach similar to the one adopted in Fiji. However, the distribution between phone-based and in-person interviews will be contingent on what is feasible and suitable in Niger and Gabon (see answer #5). In the context of Niger and Gabon, UNCDF expects a different distribution with approximately 80% of interviews to be conducted in person and 20% via telephone. This decision will be influenced by the need to effectively reach the required number and diversity of respondents in each context which shall reflect the sample size of approximately 1,600 people per country with a geographical coverage at the national level.

Any deviation or changes to the proposed approach of the sample size proposed in the technical offer will have to be approved by UNCDF Digital and Financial Literacy Specialist

It is essential for proposal submitters to incorporate their estimated sample size calculations. This aspect will be a key consideration during the evaluation of applicants' proposed methodologies. For further considerations, applicants can refer to the methodology used in Fiji for the survey “[Assessing Digital and Financial Literacy in Fiji](#)”.

7. Q: Will the sample cover all nine provinces of Gabon? Will you expect all eight regions of Niger to be covered? Do you have expectations of spread sample within these regions?

A: The survey should be nationally representative and reflect the population distribution across urban and rural areas, and applicants should give their methodology for designing their sample distribution. We expect all Niger regions (7 regions and Niamey) and Gabon provinces (9) to be covered within reason (given current situations and safety considerations) and for the applicants to propose a representative sample and methodology to reach that sample in their methodology as part of their technical offer.

Each applicant is expected to provide a thorough and well-thought rationale about the sample sizing and distribution that shall reflect the distribution of the population. As mentioned before the sample sizing shall reflect 2.5% margin of error and 95% confidence level and reflects the geographical distribution and the demographics of the country taking into consideration at least gender and age.

Telephone interviews may provide a solution where access is limited. For further detail refer to questions #5 and #6. The determination of sample size and the methodology put forth for this purpose should incorporate, at the very least, the following variables: geographical distribution, gender, and age tranches. This approach aims to create a sample that accurately represents the population.

8. Q: The TOR mentions that one of the tasks is to “Lead a verification process with UNCDF and key stakeholders in each country to gather local feedback on the survey results and ensure buy-in from UNCDF partners in each locality.” Do you expect this to take place in an in-person workshop or can it be a virtual workshop? Should we include the costs for the in-person workshop in the budget?

A: Because we are asking for applicants with physical presence to apply, we will require in-person workshops. If local teams cannot easily travel to the main centre, they should have local team leaders to represent them and facilitate these workshops. We expect that the representatives on the ground will be able to lead the workshop. Yes, the costs for the workshop should be included in the budget.

9. Q: You mention that the company will prepare for each country both an interim report and a final report. It is also mentioned that these will be in the form of a “presentation”. Are we correct to assume that the deliverable will be in the form of a PowerPoint, not a detailed text-based report? Could you provide more details about the PowerPoint style that you expect and whether this will include the main findings or will it need to be comprehensive, showing all findings.

A: A detailed report will be necessary along with a presentation deck, such as in PowerPoint, that highlights the main findings. The main reports will be required to be text-based and comprehensive, describing the findings in detail. The team will also be required to provide a cleaned data set to UNCDF. An example of the report from Fiji is available [HERE](#).

10. Q: In the TOR you mention “Please note that the company must have a physical presence (through a consortium partner or its own site) in Niger and Gabon.” If we have a team in each of the countries but no formal registration or permanent office, will that still meet your expectation of ‘physical presence’?

A: We define a physical presence of an organization based on one of the four following conditions: (i) incorporation as a legal entity within the country of the applicant organization or one of the consortium partners, (ii) establishment of an operational office of the applicant organization or one of the consortium partners, (iii) presence of team members or designated focal points of the applicant organization or one of the consortium partners, and (iv) involvement of consultant(s) residing and/or working in Niger and Gabon who will lead the efforts of enumerators.

The team should possess the capability to fulfill necessary requirements, including obtaining research approvals or conducting in-person verification workshops as mandated in each of the two countries.

11. Q: In Annex 4, Terms of Reference in section j. Schedule: A webinar for the call for tenders is scheduled for 16 August 2023. What are the conditions for participating in this webinar? What prerequisites must be met to be invited?

A: The recording of the webinar is available on Youtube at this [link](#)

The registration link for the webinar was found here:

<https://undp.zoom.us/j/9253653232>

. This link was provided both on the UNDP procurement website and within the primary tender document. Participation in the webinar only required completion of the registration form; no specific prerequisites or conditions were necessary.

12. Q: In Annex 4, Terms of Reference in the Solicitations section: It is mentioned that "candidates can apply independently or in a consortium, provided that the consortium has a pre-established partnership" before submitting the application. Can you clarify what you mean by the condition that the consortium has a pre-established partnership before submitting the application?

A: As outlined on page 22: Applicants that are creating a consortium need to show evidence that the consortium has been established and that there exists a clear agreement among the parties outlining their roles and responsibilities within the consortium. It is expected that if the applicant is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNCDF and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNCDF.

The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNCDF

A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:

- a) Those that were undertaken together by the JV, Consortium or Association; and
- b) Those that were undertaken by the individual entities of the JV, Consortium or Association.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

**13. Q: How will the current situation in Niger impact the execution of the assignment ?
Is there a possibility of the survey being cancelled?**

A: We would like the offerors to submit an offer based on the assumption that everything will be in order and can be implemented without delay. Having said that, please note that we are closely monitoring the situation in Niger and will maintain a flexible approach in response to prevailing conditions. UNCDF has an in-country team in Niger. However, if circumstances demand it, we have a contingency plan in place. This plan involves proceeding with the survey solely in Gabon, prioritizing the safety of all involved parties. Our utmost priority is ensuring security. To facilitate a smooth transition, we recommend bidders to devise a budget that accommodates both a survey in Niger and Gabon, as well as a scenario where the survey takes place only in Gabon. This way, in the event that the assignment in Niger needs to be cancelled due to security concerns, we can seamlessly proceed with the survey in Gabon without delay, and remove from the contract the exact budget allocated for the survey in Niger without the need for further negotiation.

14. Q: Regarding the budget, the projected budget is likely to be high and might further increase in Niger due to security issues. In light of these considerations, can you provide us with a ceiling budget that has been considered for this project?

A: The United Nations Capital Development Fund (UNCDF) is unable to disclose the specific budget details in advance as part of the procurement policy, whether as an exact amount or a range of amounts. We regret that we cannot provide such information.

**15. Q: UNCDF invites registered entities that can offer innovative and scalable solutions to address one or more of the following challenges in the focus areas. Applicants must also be able to provide assurance/proof of their ability to legally conduct research in the proposed country(ies):
We assume this does not mean that UNCDF would only engage firms that are locally registered in the countries where the surveys need to be implemented. We assume that UNCDF would also engage firms that are able to legally undertake the surveys, and comply with the local regulations and requirements, regardless of where they are based. Please confirm this is the correct understanding.**

A: UNCDF allows to apply for international and local organizations and consortia as long as they comply with the requirements of the RFP for JV/consortia, and they are able to legally undertake the survey in Niger and Gabon. For the local presence, please revert to question #10 where UNCDF has detailed what a local presence means for this RfP and assignment.

16. Q: What is the length of the questionnaire?

A: The questionnaire is approximately 20-30 minutes long. To view the questionnaire from Fiji, interested applicants can view it [HERE](#). It is found in Appendix B of the document.

17. Q: Concerning Annex 2 on the presentation of the tender, should the financial information be extracted and put in a separate financial tender?

A: As per the ToRs, the technical and financial proposals shall be distinct. Thus, we advise extracting Point D and Point E from Annex 2 of the RFP Main Document to formulate your financial proposal accordingly.

18. Q: Is the selected organization / consortium expected to cover the two (2) countries at the same time or can a firm apply just one country?

A: Referencing page 7 of the RFP main document, it is important to note that partial quotes are not permissible. The assigned tasks and deliverables are expected to be fulfilled in each of the two countries, provided that the security conditions outlined in question #13 are adhered to. Any change in the coverage during the contract implementation will have to be discussed with, justified to, and agreed in writing by, UNCDF.

19. Q: Is the main deliverable a database or a report similar to the one for Fiji? ie, will the organization/consortium write the report or will they just deliver a database that UNCDF will use to write the report

A: Please refer to the expected list of deliverables as detailed on the RFP main document pages 8-9 and 25-26 of the RFP Main Document. Both a report and a data set are among the deliverables.

20. Q: For the Declaration of non-registration on the 1267/1989 list, will you be proposing a form?

There is not a standard form, but you can use the form on the following page for the Written declaration of non-inclusion on UN Security Council list 1267/1989, UN procurement division list or any other UN exclusion list.

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a. is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b. have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- d. have no conflict of interest
- e. we do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e. have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f. undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNCDF.

We offer to provide services in conformity with the Bidding documents, including the UNCDF General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNCDF accept this Proposal.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]