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## **INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS**

**(IFES)**

### **Request for Proposal for Public Opinion Research Survey**

**RFP/17/062**

**June 30, 2017**

## 1 INTRODUCTION

### 1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective service providers to submit a proposal and technical specifications for conducting public opinion research in Haiti. The RFP provides service providers with the relevant operational and performance requirements.

IFES plans to conduct public opinion research in Haiti of adults aged 18 years or older to inform program activities that IFES and its partners are undertaking on ongoing political reforms. The research will also attempt to capture trend data on important issues including views on several socio-political issues. Both a national survey and focus groups will be conducted under this work.

### 1.2 Coverage & Participation

IFES 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 Organization

The International Foundation for Electoral Systems (IFES) is an independent, non-governmental organization providing professional support to electoral democracy. IFES promotes democratic stability by providing technical assistance and applying field-based research to the electoral cycle worldwide to enhance citizen participation and strengthen civil societies, governance and transparency.

### 2.2 Schedule of Events

The following tentative schedule will apply to this RFP, but it may change in accordance with IFES' needs or unforeseen circumstances. Changes will be communicated by e-mail to all bidders.

- Issuance of RFP on June 30, 2017
- Technical Questions/Inquiries Due by July 6, 2017, received by 17h00 Haiti time
- Answers/Addenda from IFES on July 10, 2017
- RFP Closes on July 17, 2017, **received** by 17h00 Haiti time

## 3 PROPOSAL PREPARATION INSTRUCTIONS

### 3.1 Service Provider's Understanding of the Inquiry

In responding to this RFP, the service provider accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to IFES as necessary to gain such understanding.

IFES reserves the right to disqualify any service provider who demonstrates less than such understanding. Further, IFES reserves the right to determine, at its sole discretion, whether the service provider has demonstrated such understanding. Such disqualification shall be at no fault, cost, or liability whatsoever to IFES.

### 3.2 Good Faith Statement

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

### 3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official 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 IFES 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:

Attention: Salima Wiggins  
E-mail: [swiggins@ifes.org](mailto:swiggins@ifes.org)

And

Attention: Jenny Xu  
E-mail: [jxu@ifes.org](mailto:jxu@ifes.org)

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

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

**3.3.3 Addenda:** IFES 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

The deadline for **submission** of offers is July 17, 2017 at 5:00 pm Port-au-Prince. Bidders should send their offers by e-mail to Ms. Salima Wiggins at [swiggins@ifes.org](mailto:swiggins@ifes.org) and also to Ms. Jenny Xu at [jxu@ifes.org](mailto:jxu@ifes.org). **E-mail submissions must contain "RFP-17-062" and the name of the bidder in the subject line.**

In the event that bidders also wish to submit a hard copy, the hard copy of an offer must be delivered by no later than July 17, 2017 at 5:00 pm Port-au-Prince at the address below in a sealed envelope labeled "DO NOT OPEN, RFP/17/062"

IFES/Haïti  
4eme Etage, Immeuble Hexagone,  
Angle de Rue Clerveaux & Darguin,  
Pétion Ville, Haïti

### FORMAT / CONTENT OF THE OFFER AND REQUIREMENTS

An offer must:

1. Be either in French or English.
2. Include a detailed technical proposal for the implementation of the scope of work described in section 4 of this RFP.
3. **Contain Attachments A and B, duly completed and submitted only on the RFP official letterhead.**
4. A detailed budget: all Service Providers are required to use the Budget template provided in Attachment A. Pricing must be in US Dollars (USD). 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. The Service Provider must agree to keep these prices valid for minimum 90 calendar days.
5. Include proof of successful completion of a similar project and a brief description of its implementation (including place and year).
6. Include contact information for a minimum of three references from projects similar in size, application, and scope.
7. Include a contact name, email address and phone number to facilitate communication between IFES and the bidder.
8. Include a brief overview of the business and services offered, including:
  - i. Full legal name and address of the business or of an individual;
  - ii. Legal name of the President / CEO of the company;
  - iii. Registration documents
9. All questions and answers shall be in accordance with the timeline indicated above and shall be addressed to Ms. Salima Wiggins ([swiggins@ifes.org](mailto:swiggins@ifes.org)) and Ms. Jenny Xu at ([jxu@ifes.org](mailto:jxu@ifes.org)).

### 3.5 Criteria for Selection

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those suppliers that have

the interest, capability, and financial strength to supply IFES with the product and/or service identified in the Scope of Work.

#### **Evaluation Criteria:**

1. Sampling and Recruitment Methodology Described	25%
2. Field Work and Quality Control Procedures Described	25%
3. Data Entry and Processing Procedures	15%
4. Experience and Past Performance	10%
5. Cost Proposal	25%

#### **Evaluation Criteria Grading:**

Highly Exceeds Expectations	5 Points
Slightly Exceeds Expectations	4 Points
Meets Expectations	3 Points
Meets most but not All Expectations	2 Points
Does Not Meet Expectations	1 Point

### **3.6 Selection and Notification**

Service Providers determined by IFES who possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these Service Providers via e-mail. Those Service Providers not selected for the negotiation phase will not be notified.

## **4 SCOPE OF WORK**

### **General description**

The selected Service Provider while working in close consultation with IFES shall conduct a nationwide survey with face to face interviews. Following the completion of that survey, focus group research will be conducted in four geographically distributed metropolitan areas in Haiti (Port-au-Prince, Cap-Haitien, Jacmel, and Port-de-Paix).

### **4.1 National Survey**

- Format, translate and print the questionnaire provided by IFES in French and Haitian Creole.
- Pretest the formatted and translated questionnaire in French and Haitian Creole.
- Identify population database used to design the sample of the survey.
- Select sampling approach for the survey, construct sample and identify methodology for selecting respondents in consultation with IFES.
- Develop coding scheme for data obtained
- Describe methodology to be used to examine the representatives of the achieved sample.
- Screen and hire field staff with appropriate qualifications and regional knowledge.
- Conduct training of interviewers and enumerators.
- Manage all aspects of fieldwork.
- Code, enter, and clean data.

- Prepare electronic data file, marginal results, tabulations, and a methodological report.
- Presentations to various stakeholders

### **Methodology for National Survey**

**Questionnaire:** The survey questionnaire will consist of approximately 50-55 closed-ended questions and 5-7 open-ended questions, not including standard demographics (sex, age, education, occupation, income, employment status, place of residence, ethnicity, etc...). Interviewing time is estimated at 40-45 minutes.

**Interviewing technique:** Face-to-face interviewing in respondents' households. If face-to-face interviewing is not possible in specific areas of the country, Service Provider shall specify type of interviewing approach that will be utilized in these areas. Before fieldwork starts, the translated and formatted questionnaires shall be pretested with 40 adults in both urban and rural areas. The selection of respondents for the pretest shall also take into account gender, age, and other appropriate demographic criteria such as ethnicity and language. The pretest will identify comprehension problems, the appropriateness of response options, and the sensitivities that any questions may arouse.

### **Sample Design**

- The Service Provider will provide designs and costs for 3 samples.
  - Sample 1 of n=1,500 to be nationally representative for the adult voting population in Haiti.
  - Sample 2 of n=2,000 to be nationally representative for the adult voting population in Haiti.
  - Sample 3 of n=1,500 of residents in Port-au-Prince and surrounding rural areas.
- The Service Provider shall use a multi-stage, probability proportional to size (PPS) selection method using random selection techniques to select sampling points, where possible.
- Overall, no more than 8-12 interviews shall be conducted in any one sampling point.
- For the final results, the Service Provider will supply IFES with appropriate weights to bring the realized sample in line with population parameters to correct for possible regional disparities or discrepancies between actual population demographics and achieved sample demographics in terms of gender and age.

*Service Provider shall obtain IFES approval before finalizing sample design. Service Provider shall also obtain approval from IFES for any changes during the fieldwork process.*

### **Respondent Selection**

- The Service Provider shall specify the method used to select respondents. Interviewers are not allowed to make any substitutions except in the following instances: (1) when the respondent completely refuses to be interviewed or to complete the interview; (2) if the respondent is not included in the sample because the respondent is not in the target age or gender group; (3) the selected building is not a home (e.g. company, shop, school, public institution, etc.); or (4) the respondent is not home. It is never acceptable to do substitutions within the household.
- At least two call backs should be done and documented if the randomly selected respondent is not at home at the time of the interview.

**Supervision of Fieldwork:** Service Provider shall ensure that at least at least 20% of completed interviews are back-checked by supervisors and the management team, and all completed questionnaires are subjected to quality control for proper administration. Service Provider shall immediately contact IFES should any problems be detected with the quality of the fieldwork.

**Data Entry:** Service Provider shall enter data into software that can easily transfer data to SPSS. The Service Provider shall ensure 100% verification of entered data, and shall use logic-testing techniques to verify the soundness of the data.

After completion of the first 500 interviews, the Service Provider shall send IFES a list of suggested codes for open-ended questions on the survey, along with sample responses that fit the suggested codes. The Service Provider shall code open-ended questions according to the coding scheme approved by IFES.

The Service Provider shall submit a data file in SPSS format to IFES upon completion of the data processing. This file will contain variables that will be named according to the English questionnaire number, eg. Q1, Q2, etc. All value labels shall replicate response choices as closely as possible according to the English questionnaire. All “Don’t know” responses shall be coded to end in a ‘8’, e.g. 8, 98; All “Refused” responses shall be coded to end in a ‘9’, e.g.: 9, 99, etc.

The Service Provider shall construct weights necessary to ensure that the sample is representative according to region, gender and age.

**Methodological Reports:** The Service Provider shall submit a methodological report for the survey within one week of completion of data processing. This report shall outline the sampling information, as well as descriptions of fieldwork operations and data processing. The report shall also provide a complete breakdown of response and non-response statistics, including response rate.

**Presentation to stakeholders:** In coordination with IFES, the Service Provider shall present to different groups of stakeholders (civil society groups, government agencies, international NGOs, etc.) key findings and trends identified through the survey. These presentations will be tailored to the needs and interests of each audience and their number shall be determined by IFES, who will also retain final approval of the content of each presentation.

#### **4.2 Focus Groups**

After the survey is completed and initial analysis of the data has been completed by IFES, the Service Provider shall conduct a total of 10 focus groups throughout the country to provide further insights into some salient issues identified by the survey. The focus groups shall be specifically designed to gather attitudes on socio-political issues including ongoing reform efforts. IFES is seeking a diverse array of participants, representing a wide cross-section of Haitian society. Therefore, IFES will accept suggestions for locations in which to hold focus groups so as to increase the diversity of respondents.

Task related to the focus groups are:

- Translate discussion guide into French and Haitian Creole.
- Recruit appropriate participants based on recruiting guidelines provided by IFES.
- Conduct focus groups with experienced moderators in appropriate facilities with convenience for observation by IFES personnel.

- Transcribe all focus groups and translate into English.
- Video-tape focus groups with permission of participants; at a minimum, focus group sessions must be audiotaped.
- Provide transcripts, video- or audio-tape, and group summaries to IFES in English.
- Provide analytical and methodological report to IFES in English.

### **Methodology for Focus Group Research**

The outline of the proposed focus groups is listed below. The Service Provider should provide a budget breakout for major cost items for the focus groups. IFES requires between 8 and 10 participants in each focus group.

The groups shall be organized as follows:

- Port-au-Prince (4 focus groups)
- Cap-Haitien (2 focus groups)
- Hinche (2 focus groups)
- Jacmel (2 focus groups)

**A. Moderator's Guide:** IFES will develop a moderator's guide and provide the English-language moderator's guide to the Service Provider for the focus groups. IFES anticipates that the average time for each focus group shall be 1.5 hours to 2 hours.

**B. Recruitment and Conduct of Focus Groups:** The Service Provider shall advise IFES on attitudinal issues that should determine recruitment strategy for the focus groups. The Service Provider shall recruit a sufficient number of participants to ensure that there are 8-10 participants in each focus group. Focus group facilities shall be adequately equipped for the conduct of focus groups, and for remote observation of groups. IFES expects the Service Provider to video- or audio-tape the group for analysis. Video-tape is preferred. For focus groups outside Port au Prince, one of the focus groups should be composed of rural residents outside the cities identified while the other will be composed of urban residents of the city.

**C. Data Processing:** The Service Provider shall provide IFES with transcripts of all discussions, translated to English language, and video files of all sessions. If video files are not possible, the Service Provider shall specify other types of recordings that may be provided to IFES.

**D. Summaries:** The Service Provider shall prepare brief summaries of each group and provide them to IFES within two days of each group. The summaries shall be provided in English.

**E. Analytical and Methodological Reports:** The Service Provider shall prepare an analytical report on focus group findings no more than 2 weeks after completion of the last focus group. The structure and outline for this report will be decided in consultation with IFES. The Service Provider shall also provide a methodological report on the focus groups within one week of delivering the analytical report.

### **4.3 Deliverables to be required in Contract for Services**

#### **National Survey Deliverables:**

1. Translated and formatted questionnaires in French and Haitian Creole.



2. Pre-test results and recommendations for changes in questionnaire.
3. Sample design and approach used to select respondents.
4. Coding scheme (based on question numbers and skips and filter instructions in questionnaire), including codes for open-ended questions.
5. Marginal frequency results.
6. Electronic data file in SPSS.SAV format using coding scheme and open-end code formulation specified by IFES including any weight variables that may apply.
7. A detailed methodological report for the survey.
8. In coordination with IFES, tailored presentations to various stakeholders (international NGOs, government agencies, civil society organizations, etc.)

**Focus Group Deliverables:**

1. Translated discussion guide and recruitment guide.
2. Recommendations on discussion guide and design of focus groups.
3. List of recruited participants.
4. Focus group transcripts in English.
5. Brief summaries for each focus group.
6. Analytical and methodological reports in English.

**4.4 Anticipated Timeline of Project**

IFES will provide the English-language questionnaire for the survey to the Service Provider once a contract for services is signed. Using the template in Attachment B, Service Provider will be expected to provide an Implementation Plan. The selected Service Provider will use this implementation plan to formalize dates in collaboration with IFES.

**5 FUNCTIONAL REQUIREMENTS**

**5.1 Geographic Code**

IFES's project in Haiti is funded by United States Agency for International Development (USAID) under Source and Nationality (S/N) Geographic Code 937 (for more information please refer to [22CFR228.03](#)). A request for waiver may apply if necessary, however, the estimated time required to obtain the SON waiver will be considered within the "Timeline" in the Evaluation Criteria. IFES encourage all bidders to consider products fall under SON Geographic Code 937 as priority whenever possible.

**5.2 License, Clearance and Approvals**

In the presence of any local legal requirement to produce or deliver the products and/or services described in the Scope of work, the service provider will include the time needed to obtain possible, licenses, clearances and/or approvals in the timeline.

## **6 ADDITIONAL TERMS & CONDITIONS**

### **6.1 Non-Disclosure Agreement**

IFES reserves the right to require the Service Provider to enter into a non-disclosure agreement.

### **6.2 Costs**

The RFP does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by a Service Provider or third parties, in connection with the Response. All Responses and supporting documentation shall become the property of IFES, subject to claims of confidentiality in respect of the Response and supporting documentation.

### **6.3 Intellectual Property**

The Respondent should not use any intellectual property of IFES including, but not limited to, all logos, registered trademarks, or trade names of IFES, at any time without the prior written approval of IFES, as appropriate.

### **6.4 Service Provider's Responses**

All accepted Responses shall become the property of IFES and will not be returned.

### **6.5 Partial Awarding**

IFES reserves the right to accept all or part of the quotation when awarding the purchase order.

### **6.6 No Liability**

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

IFES 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.

### **6.7 Entire RFP**

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

**ATTACHMENT A**  
**Cost Proposal**

*(Bidder may add additional cost description and unit lines if needed)*

Description	Unit Cost	Number of units	Cost in USD
<b><u>National Survey</u></b>			
<b>Sample 1 – n=1,500 (nationally representative)</b>			
Per face-to-face Interview cost (including interviewer payment, interviewer transport costs, stationery and other materials needed for interviews)			
Translation of Questionnaire to French and Haitian Creole			
Printing of Questionnaires			
Recruitment Costs to obtain candidates, screen and hire field staff with appropriate qualifications and regional knowledge.			
Train interviewers and enumerators in the required methodology and reporting.			
Supervision of Field Work including travel, back checking completed interviews, quality control of all completed questionnaires.			
Electronic data file in SPSS.SAV, marginal results, tabulations, including any weight variables that may apply.			
Methodological report in English			
Tailored presentations to stakeholders			

<b>Total</b>	
<b>VAT</b>	
<b>Total with VAT</b>	

Description	Unit Cost	Number of units	Cost in USD
<b><u>National Survey</u></b>			
<b>Sample 2 – n=2,000 (nationally representative)</b>			
Per face-to-face Interview cost (including interviewer payment, interviewer transport costs, stationery and other materials needed for interviews)			
Translation of Questionnaire to French and Haitian Creole			
Printing of Questionnaires			
Recruitment Costs to obtain candidates, screen and hire field staff with appropriate qualifications and regional knowledge.			
Train interviewers and enumerators in the required methodology and reporting.			
Supervision of Field Work including travel, back checking completed interviews, quality control of all completed questionnaires.			
Electronic data file in SPSS.SAV, marginal results, tabulations, including any weight variables that may apply.			

Methodological report in English			
Tailored presentations to stakeholders			
<b>Total</b>			
<b>VAT</b>			
<b>Total with VAT</b>			

Description	Unit Cost	Number of units	Cost in USD
<b><u>National Survey</u></b>			
<b>Sample 3 – n=1,500 (Port-au-Prince and nearby rural areas)</b>			
Per face-to-face Interview cost (including interviewer payment, interviewer transport costs, stationery and other materials needed for interviews)			
Translation of Questionnaire to French and Haitian Creole			
Printing of Questionnaires			
Recruitment Costs to obtain candidates, screen and hire field staff with appropriate qualifications and regional knowledge.			
Train interviewers and enumerators in the required methodology and reporting.			
Supervision of Field Work including travel, back checking completed interviews, quality control of all completed questionnaires.			

Electronic data file in SPSS.SAV, marginal results, tabulations, including any weight variables that may apply.			
Methodological report in English			
Tailored presentations to stakeholders			
<b>Total</b>			
<b>VAT</b>			
<b>Total with VAT</b>			

Description	Unit Cost	Number of units	Cost in USD
<b><u>Focus Group Discussions</u></b>			
Translation of Discussion Guide for Focus Groups into French and Haitian Creole			
Printing of Discussion Guides in French and Haitian Creole			
Moderation of focus groups			
Organization of 4 focus-groups in Port-au-Prince (costs to include recruitment of participants, venue, refreshments, audio-visual recording, and other direct costs).			

Organization of 2 focus-groups in Cap-Haitien (costs to include recruitment of participants, venue, refreshments, audio-visual recording, and other direct costs).			
Organization of 2 focus-groups in Hinche (costs to include recruitment of participants, venue, refreshments, audio-visual recording, and other direct costs).			
Organization of 2 focus-groups in Jacmel (costs to include recruitment of participants, venue, refreshments, audio-visual recording, and other direct costs).			
Focus Group transcripts preparation			
Translation of focus group transcripts in English			
Short summaries of the focus group findings in English			
Methodological report in English			
Analytical report preparation in English			
			<b>Total</b>
			<b>VAT</b>
			<b>Total with VAT</b>

**ATTACHMENT B  
IMPLEMENTATION PLAN**

**Project Title:** Public Opinion Research Survey

Activity	August				September				October			
	1	2	3	4	1	2	3	4	1	2	3	4
1												
1.1.												
1.2												
2												
2.1.												
2.2.												
2.3.												

**Note:** The markings on this implementation plan are only an example. Additional lines for activities may be added as seen appropriate.