



International Foundation
for Electoral Systems

**INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS
(IFES)**

Request for Quotation (RFQ) for Conducting Telephone Surveys in Libya

Solicitation # RFQ-19-056

June 18, 2019

1 INTRODUCTION

1.1 Purpose

The purpose of this Request for Quotation (RFQ) is to invite prospective vendors to submit a written response (“Response”) for the procurement of Telephone Surveys in Libya. The solicitation provides prospective vendors with the relevant operational and performance requirements.

1.2 Coverage & Participation

IFES reserves the right to reject any and all offers, to add, delete or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFQ does not obligate IFES to enter into a contract nor does it obligate IFES to pay any costs incurred in the preparation of submission of any Response.

1.3 Zero Tolerance for Fraud

IFES has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in any way related to IFES projects, contracts, or activities, please contact IFES’ Compliance Hotline at compliance@ifes.org or at +1 202-350-6791.

2 GENERAL INFORMATION

2.1 The Organization

IFES is an independent, non-governmental organization providing professional support to electoral democracy. IFES supports citizens’ rights to participate in free and fair elections. Our independent expertise strengthens electoral systems and builds local capacity to deliver sustainable solutions.

As the global leader in democracy promotion, we advance good governance and democratic rights by:

- Providing technical assistance to election officials
- Empowering the underrepresented to participate in the political process
- Applying field-based research to improve the electoral cycle

Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

2.2 Schedule of Events

The following, tentative schedule will apply to this solicitation. The dates may change in accordance with IFES’ needs or unforeseen circumstances. IFES will communicate changes to the schedule.

- | | |
|-------------------------------------|---------------|
| • Issuance of RFQ | June 18, 2019 |
| • Technical Questions/Inquiries Due | June 24, 2019 |
| • Answers/Addenda from IFES | June 26, 2019 |
| • RFQ Closes | July 2, 2019 |

3 PROPOSAL PREPARATION INSTRUCTIONS

3.1 Prospective Vendors' Understanding of the Solicitation

Prospective contractors are responsible for understanding the solicitation in its entirety and each of its elements, and should make inquiries to IFES as necessary to ensure such understanding. IFES reserves the right to disqualify any prospective vendor that it determines, at its sole discretion, does not understand the solicitation or any of its elements. Such disqualification shall be at no fault, cost, or liability whatsoever to IFES.

3.2 Information from IFES

All information provided by IFES in this solicitation is subject to change at any time. IFES makes no certification as to the accuracy of any item, and is not responsible or liable for any use of or reliance on the information or for any claims asserted therefrom.

3.3 Communication

All communications related to the RFQ must be in writing. Verbal communication shall not be effective unless formally confirmed in writing by the procurement official listed in 3.3.1. In no case shall verbal communication govern over written communication.

3.3.1 Point of Contact: The sole points of contact for all communication related to this solicitation is listed below.

Ian Swank
Contracts and Grants Manager
iswank@ifes.org

or

Sajia Tokhi
Contracts and Grants Administrator
stokhi@ifes.org

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

- Questions concerning this solicitation must be submitted in writing to the point of contact identified in 3.3.1.
- Errors and omissions in this solicitation, as well as enhancements. Prospective vendors should notify IFES of any discrepancies, errors, or omissions that may exist within this solicitation. Prospective vendors should recommend to IFES any enhancements to the work described in the solicitation which might be in IFES' best interests.
- Inquiries about technical interpretations must be submitted in writing to the point of contact identified in 3.3.1.

- 3.3.3 Addenda:** IFES will make a good-faith effort to provide a written response to the questions or requests for clarifications in the form of written responses or addenda in accordance with the *Schedule of Events*.

3.4 Submission

It is mandatory for prospective vendors to send proposals in electronic copy via e-mail to the point of contact identified in 3.3.1 on or prior to the closing date and time shown in the *Schedule of Events*.

3.5 Criteria for Selection

The evaluation of each Response to this solicitation will be based on the criteria outlined below. The purpose of this solicitation is to identify responsible, prospective vendors 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:

IFES will evaluate responsive offers based on the following criteria:

1. Adequacy of Sampling Approach 25%
The offer must meet the methodological requirements about the sample design listed in the RFQ
2. Field work and Quality Control Procedures 25%
The offer must describe in detail the fieldwork procedures and quality control measures to meet requirements listed in the RFQ. Timeliness of fieldwork and quality control procedures will be key criteria for evaluation.
3. Cost Proposal Effectiveness and Reasonableness 20%
The total cost must be reasonable and show efficient use of resources, and additional costs, if any, must be clearly identified. Offers will be compared amongst bidders meeting technical requirements
4. Data Processing Procedures 15%
The offer must meet requirements for data processing procedures and tabulations, as well as questionnaire pretesting as listed in the RFQ
5. Organizational Experience and Qualifications of Key Personnel 15%
IFES will consider the experience of the organization and the key personnel in the implementation of similar projects in the past

Evaluation Criteria Grading for Each Criterion:

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

IFES will evaluate Responses to identify responsible vendors and responsive offers. Finalists will be selected to move into the negotiation phase of this process. Written notification will be sent to finalists via email.

4 SCOPE OF WORK/GOODS/SERVICES

IFES is supporting Libya's High National Elections Commission (HNEC) and the Central Committee for Municipal Council Elections (CCMCE) to fulfill their mandate as electoral management bodies. Part of this support is focused on developing the capacity of staff to ensure an appropriate flow of information to the public about electoral events and the activities of the institutions.

IFES wishes to conduct a series of telephone surveys in Libya of registered voters, aged 18 years and older to evaluate voters' knowledge of the electoral process, including experiences with voter registration, and elicit voters' opinions of key issues facing the electoral reform process in Libya as well as attitudes towards participation and perception of official outreach efforts. Data from these surveys will be used to inform IFES' partners to formulate and create campaigns targeting specific groups – including women, youth, and minorities – as well as IFES in its programming in key election assistance areas for the elections, including voter education, electoral reform, among others.

The surveys will gather data on the following themes:

- Intention and motivation to register to vote, and vote in future elections and/or referenda;
- Drivers of apathy/motivation to vote;
- Civic, electoral, and political engagement of citizens;
- Opinions on modality of transition;
- Perceptions of political efficacy;
- Awareness and confidence in HNEC and/or CCMCE;
- Trust in the electoral process at the national and municipal level;
- Media consumption and sources of information;
- Perceptions of Libyan political parties;
- Opinions on election security.

Telephone Public Opinion Surveys

RESPONSIBILITIES OF CONTRACTOR – Telephone Public Opinion Surveys (in close consultation at every stage with IFES)

1. Contribute to the development of the questionnaires and provide advice to IFES on contextualizing survey questions.
2. Format and translate questionnaires into Arabic. The Contractor will provide a finalized print version of the questionnaires in both English and Arabic.
3. Pretest the formatted and translated questionnaires in Arabic.
4. Select sampling approach for the survey, based off of the sample provided by IFES and in coordination with the HNEC and CCMCE. The Contractor will construct sample and identify method for selecting respondents in consultation with IFES.
5. Describe means to be used to examine the representativeness of the achieved sample for the surveys.

6. Manage all aspects of fieldwork for the telephone surveys.
7. Screen and hire staff with appropriate qualifications and regional knowledge.
8. Conduct training of interviewers and enumerators.
9. Develop coding scheme in close coordination with IFES; code, enter, and clean data.
10. Prepare electronic data file, marginal results, tabulations, and a methodological report.

MATERIALS DELIVERED BY CONTRACTORS TO IFES – Telephone Public Opinion Surveys

1. The translated and formatted questionnaires in Arabic, as well as any others required in consultation with contractor.
2. Pre-test results and recommendations for changes in questionnaires for surveys.
3. Sample design and approach used to select respondents for telephone surveys.
4. Coding scheme (based on question numbers and skips and filter instructions in questionnaire), including codes for open-ended questions.
5. Data frequency results for all questions, with weights, if weights are needed.
6. Data cross-tabulations for all questions by a set of demographic variables specified by IFES.
7. Electronic data file in SPSS.SAV format using coding scheme and open-end code formulation specified by IFES survey research team including any weight variables that may apply.
8. A detailed methodological report for the surveys.

SURVEY METHODOLOGY & SAMPLING PROCEDURES – Telephone Public Opinion Surveys

Methodology for Surveys

Questionnaire: Each survey questionnaire will consist of approximately 10-15 closed-ended questions, not including standard demographics (sex, age, education, occupation, income, employment status, place of residence, ethnicity, etc...). Open-ended questions may be included as part of the survey (no more than 5). Interviewing time is estimated at 15-20 minutes.

Interviewing technique: Telephone interviews with sample designed using data from HNEC and CCMCE voter register. Before fieldwork starts, the translated and formatted questionnaires shall be pretested with 40 adults registered 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. The pretest will identify comprehension problems, the appropriateness of response options, and the sensitivities that any questions may arouse.

Sample Design:

- The Contractor will provide a sample for telephone survey with four options: 500 respondents (adult citizens 18 years or older) for option 1; 1,000 respondents (adult citizens 18 years or older) for option 2; 1,500 respondents (adult citizens 18 years or older) for option 3; and 2,000 respondents (adult citizens 18 years or older) for option 4. Survey prices should be valid for one year, as IFES will seek to do regular telephone surveys of the population
- The Contractor will recommend a sampling method administrative and geographical breakdown of the registered population as indicated by HNEC and CCMCE data. Contractor should specify type of sampling strategy and approach to be utilized based on data provided by HNEC and CCMCE.

IFES may decide to oversample certain areas; this will be decided in consultation with the contractor.

- For the final results, the Contractor 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.

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

Respondent Selection

- The Contractor 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; or (2) the respondent does not respond to multiple phone calls.
- At least five call backs should be done and documented if the randomly selected respondent does not respond at the time of the interview.

Supervision of Fieldwork: Contractor 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. Contractor shall immediately contact IFES should any problems be detected with the quality of the fieldwork.

Data Entry: Contractor shall enter data into software that can easily transfer data to SPSS. The Contractor shall ensure 100% verification of entered data.

After completion of the first 150 interviews, the Contractor shall send IFES a list of suggested codes for open-ended questions on the survey, along with sample responses that fit the suggested codes, if open-ended questions are included in the survey. The Contractor shall code open-ended questions according to the coding scheme approved by IFES.

The Contractor 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. Please note that DK and NR responses should not be classified as ‘system missing’ responses.

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

Methodological Reports: The Contractor 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.

5 FUNCTIONAL REQUIREMENTS

5.1 Timeline

The Contractor shall specify a timeline for translation, pre-test, fieldwork, and data processing in their proposal for each of the four sample sizes. Day 0 will be the day the Contractor receives the English language questionnaire from IFES. The Contractor shall specify how many days from this point it will take for each stage of the survey process. Timeliness of survey implementation will be a key criteria for IFES in evaluation of responses

IFES expects to conduct 5-10 telephone surveys within the course of the year, using a similar timeframe for each survey.

5.2 Response Requirements

The proposed response should address in English all of elements of the project design (document not to exceed 20 pages) as follows:

1. Description of the sample to include: (1) sample design methodology; (2) method used to select respondents;; (3) method used to examine the representativeness of the achieved sample
2. Timeline for the completion of survey and provision of data to IFES
3. Staffing information to include: (1) CVs of key personnel who will be responsible for implementing activities; (2) qualifications and experience of the members of your staff who will be directly handling this project; and, (3) the number of interviewers used for fieldwork.
4. Cost in **local currency for vendors registered in Libya and in US Dollars for all other vendors**, with all applicable taxes/charges clearly identified, provided against each of the categories of services described in this request and with a total cost clearly provided at the end of the cost proposal. **The proposal shall provide four cost estimates, Option 1 for telephones surveys with 500 respondents; Option 2 for surveys with 1,000 respondents; Option 3 for surveys with 1,500 respondents; and Option 4 for surveys with 2,000 respondents.**
5. Relevant past experience to include: (1) examples of similar survey projects; (2) list of clients.

5.3 Geographic Code (applicable to USAID funding only)

IFES' project in Libya is funded by United States Agency for International Development (USAID) under Source and Nationality (S/N) Geographic Code 937 (please refer to [22 CFR 228.03](#) for more information). A waiver request may apply to certain offers. If IFES determines a waiver would be necessary, the estimated time required to obtain the waiver will be considered within the "Timeline"

in the Evaluation Criteria. IFES encourages all prospective contractors to consider products that fall under S/N Geographic Code 937 whenever possible.

5.4 License, Clearance and Approvals

The prospective vendors will include in the timeline any time needed to obtain any licenses, clearances, and/or approvals required under local legal requirements to produce or deliver the products and/or services described in the Scope of Work.

6 QUALIFICATIONS & REFERENCES

Prospective vendors must provide the following information for their Response to be considered:

1. A brief outline of the company and services offered, including:
 - Full legal name and address of the company
 - Corporate and tax registration documents
 - Year business was started or established
 - Full name of the legal representative (president or managing director) of the company
 - Name of any individuals or entities that own 50% or more of the company
 - No subcontracting is allowed under this solicitation.
2. Evidence of successful completion of a project of a similar size and complexity.
3. References: Contact information for no less than three references from projects similar in size, application, and scope and a brief description of their implementation (including location and year). IFES reserves the right to request and check additional references.
4. Prospective vendors must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the work. Scope of Work.
5. A certification signed by an officer or authorized representative that the prospective contractor/vendor has sufficient financial, technical and managerial resources and facilities to complete the Scope of Work.

7 ADDITIONAL TERMS & CONDITIONS

7.1 Non-Disclosure Agreement

IFES reserves the right to require the prospective vendor to enter into a non-disclosure agreement.

7.2 No Collusion

Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.

7.3 Companies Owned or Controlled by Government

The prospective vendor must disclose in writing with its Response if a government, its agents, or agencies, have an ownership or managerial interest in the company. Failure to disclose a government

ownership of managerial interest in the company will result in the prospective contractor's offer being removed from consideration.

7.4 Subcontracting

The prospective contractor must disclose in writing with its Response any subcontracting that will take place under an award. Failure to disclose subcontracting relationships will result in the prospective contractor's offer being removed from consideration. (if permitted by the solicitation) / No subcontracting is allowed under this solicitation.

7.5 Costs

The solicitation does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by a prospective contractor/vendor or third parties, in connection with the Response.

7.6 Intellectual Property

Prospective vendors may not use any intellectual property of IFES including, but not limited to, all logos, trademarks, or trade names of IFES, at any time without the prior written approval of IFES.

7.7 Prospective Contractors' Responses

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

7.8 Partial Awarding

IFES reserves the right to accept all or part of the Response when awarding a contract.

7.9 No Liability

IFES reserve the right to accept or reject any Response or to stop the procurement process at any time, without assigning any reason or liability. IFES shall not be liable to any prospective contractor, person, or entity for any losses, expenses, costs, claims, or damages of any kind.

7.10 Entire Solicitation

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

[End of Solicitation]