Questions on the FINCA RFP:

# Technical

1. You have mentioned that the tools will be developed by USAID LENS Do we need to have a specific tools or it will be provided as mentioned?

Yes, USAID LENS will develop the questionnaires as stated in the SOW. We will provide the questionnaires in Microsoft Word format. The preferred candidate should have the capability to create the mobile survey and to conduct survey on tablets or smart phones. Please in your proposal, list all survey software that your firm proposes and why.

1. What is the mobile optimized tool?

A mobile optimized survey [not tool] is a survey designed to collect data on mobile devices (tablets, smartphones). Mobile optimize survey provides proper viewing and facilitates data entry regardless of screen size. You can find a rich literature about that on the internet. Please specify what mobile survey software your firm proposes for that matter and the rationale.

1. It is stated that the questionnaire is ready on your side. Would you please share the questionnaire? What's the expected length of the interview and nature of questions.

It is not available to be shared. Expected length is to be determined. Consider an example of 1 hour interviews, 5 a day per enumerator. Nature of questions will involve demographics, financial needs (both business and household), lifestyle and behavioral.

1. Length of questionnaire?

To be determined. Consider an example of 1 hour interview.

1. Any open-ended questions?

For quantitative survey, there will not be any open-ended questions. For focus group discussion, yes.

1. What kind of findings you have mentioned in the tender papers that will appear in ur [*sic*] work?

Not sure about what you are referring to.

1. It is required to include a narrative summary of 3 examples of past performance of organizing similar surveys in Jordan (using template in Attachment E). Shall the narrative of ALL 3 examples be limited to one page, or is it that each example should not exceed one page?

Each example should not exceed one page.

1. In Attachment E, could you please clarify what is exactly meant by Sustainability of Efforts?

the long-term effects of the work performed.

1. It is also mentioned that the Offeror is encouraged to provide evidence of past experience in similar activities in an Annex not exceeding 3 pages. Accordingly, the required 3 examples should be of similar surveys, while the evidence of past experience should not necessarily be related to surveys in particular, but could be of any work that is related to MFIs. Could you kindly confirm?

The 3 examples should be of similar surveys.

1. On the second page first paragraph it is stated that the objective of the research is to develop market segments. Please clarify if this is within our scope of work and expected to be in the report or we are only responsible for the data collection.

You will be responsible for creating the mobile survey, data collection, quality assurance of data, and report on data collection process and lessons learned. You will not be responsible for analysis of the data.

1. On the second page second paragraph is stated that market map  is needed, again is this expected to be in the report. Also it is not clear if the sample should cover current and potential FINCA clients. The second paragraph says: *“The segmentation output will be used to map against current product offerings and to establish the fit and appropriateness of the products (…)”*. It is not said that “*market map is needed.”*

Sample will cover both, current and potential clients.

1. What is the expected number of focus groups? Is the offeror/research firm required to conduct one focus group in each of the locations defined in the RFP (Salt, Irbid, Sweileh, Karak and Zarqa), or should the number of focus groups be determined by the Offeror?

This will be determined together with research team at a later date.

1. Should the focus groups target FINCA existing clients, non-clients, or BOTH?

TBD

1. The initial sample size is estimated to be 1,500. Shall the number of participants/respondent be equally divided between FINCA clients and non-clients, or is it to be defined by the Offeror?

TBD

# Market Segment

1. As far as we understood is the FGD research for Syrians or foreigners? what is the targeted people? Jordanians only. Households and businesses in FINCA Jordan areas of operations.
2. Who are FINCA clients. Please define.

Check FINCA’s website [here](http://www.finca.jo/en/).

1. No clients in Salt, Irbid, Sweileh and Zarqa?

Check FINCA’s website [here](http://www.finca.jo/en/).

1. What type of addresses is available to locate FINCA clients.

We will provide the addresses.

1. Profile of non-FINCA clients.

Focus on profile of the population living in the survey areas and your understanding of FINCA target based on information available on FINCA’s website.

1. Any suggestions for locating non-FINCA clients.

Sampling process will be determined together with the selected firm.

1. What percentage of FINCA clients versus non FINCA clients is required in this exercise? What's the breakdown of the clients and non-clients?

TBD

1. What's the breakdown of the sample among cities?

|  |  |  |
| --- | --- | --- |
| **Regions** | **Total Estimated Population** | **Recommended sample size** |
| **Zarqa** | 1,364,878 | 267 |
| **Al Karak** | 316,629 | 267 |
| **Sweileh** | 68,952 | 266 |
| **Salt** | 105,887 | 267 |
| **Irbid** | 1,770,158 | 267 |
| **TOTAL** | **3,626,504** | **1334** |

1. Who are the interviewees?

Already specified in the RFP. See above questions about profile for more.

1. Will you provide a database or is it a free recruit?

Sampling process will be determined together with the selected firm.

What's the breakdown of the clients and non-clients?See above.

1. What's the criteria of the non-clients?

See questions # 5 regarding profile of non-clients above.

1. How many FGDs is expected in this exercise.

Answered under point 12.

# Deliverables

1. Clean Data set in Arabic 20 days/ Do you mean that we shall finish the survey for the 1500 participant in 20 days?

Provide a breakdown of activities and estimated timeframe to complete same within the proposal based on team composition etc.

1. In the deliverables section, the third deliverable is "Implementation of pilot inclusive of

pilot results and adjustment." Does this refer to questionnaire field testing? Please confirm.

Yes. Pilot means testing the designed survey tool, data collection process in a controlled environment in the field.

1. Shall the 6th deliverable, "Final presentation", include the major findings of the survey or shall it be limited to the implementation approach, data collection procedures, error rate and quality control procedures?

Implementation approach, data collection procedures, error rate and quality control procedures.

1. Is the offeror allowed to suggest a timeline different than the one defined in the deliverables section (if needed)?

Yes, if it has to be different timeline, provide the rationale.

# Staffing

1. Research Team to include (Project Manager, Enumerators, Quality assurance and translators), Do you have any specific numbers needed for the mentioned above staffs?

Please propose based on your understanding of the scope of the research and the expected timeframe.

1. You mentioned that you will train our project Manager and we shall train the other staff , do we have to send you any attendance sheets for our staff who attended?

Yes.

1. You mentioned that we shall provide the proposed salaries for our staff , shall we divide our costing into ( Staff Cost, and other cost)?

You should provide a detailed cost breakdown.

1. The first activity involves establishment of the team. Are there any limitations to the team size (number of team members)?

No, please propose based on your understanding of the scope of the research and the expected timeframe.

# Language

1. How many pages is the survey papers that shall be translated to the Arabic Language?

To be determined. Please make an assumption to provide your timeline and budget.

1. Shall we ask the questions for the targeted people in Arabic or English Language?

Arabic.

1. After completing the research with the answers shall we translate again the Arabic Answers into English Answers?

YES.

**Acronyms, Definitions, Etc**.

1. What did you mean by the (MFI'S)?

MFI stands for Micro Finance Institutions.

# Application, Equipment and Supplies

1. Would LENS provide Tablets. If yes, how many?

NO survey firm MUST have their own tablets. The RFP clearly states: *“Preference for research firm that (…) owns all devices (tablets/smartphones) necessary to conduct and manage mobile surveys. Applicant should specify in their proposal the number of devices they will deploy and the mobile data collection software/applications that they recommend for this assignment.”*

1. Is there any number of recommended for the tablets or devices?

The firm should determine this based on number of Enumerators.

1. Is there any recommendation regarding the system or the Application that we shall use or we can recommend what suits us? Please advise which tool are you using for tablets. Can we use our own platform or we are obliged to use your platform?

Please recommend and provide the rationale.

1. In case the offeror does not own all the needed devices (tablets / smartphones), will USAID LENS be responsible to provide the required devices?

NO.

# Budget

1. In the budget template (Attachment B), and budget narrative (attachment C), "Production" and "Post Production", and "Fee" are included in the cost elements. Could you kindly clarify what is meant by each? These are examples. Applicant required to detail all expenses.

# Submission Instructions, General Terms and Conditions

1. What is the Evidence of Responsibility and Independent Price Certification Form (includes confirmation that firm is a USAID-designated Geo Code 937 country)?

This is to certify that the research firm is eligible to this award and is “*indeed a legally registered entity/company in either Jordan, the United States or a USAID-designated Geo Code 937 developing country (refer to USAID ADS 310maa for the list of developing countries:* [*https://www.usaid.gov/ads/policy/300/310maa*](https://www.usaid.gov/ads/policy/300/310maa)*.)*

1. If we have worked previously with international organizations and embassies for interpreting and translating the FGD and interviews that was conducted for the Syrian refuges [*sic*], do you consider that as a previous experience in working in the same surveys?

NO.

1. It is required that all pages must be identified with the RFP number. Is the number Award No. AID-278-LA-14-00001? Please confirm.

Use the RFP number

1. The offeror is required to provide disclosure of any past, present or future relationships with any parties associated with the issuance, review or management of this solicitation and anticipated award in or outside of Jordan. Is there a special template / text to be utilized, and is there specific information that should be included. For instance, is the offeror worked/ing with USAID LENS on another project (s), what information should be disclosed? The project name, duration, time period and value of award.