

# **EXPRESSION OF INTEREST ADDENDUM REPORT**

Conducting Beneficiary Satisfaction Survey of SSSPCR Project

## **Department of National ID and Civil Registration**

Department of National ID and Civil Registration  
Singhadurbar, Kathmandu  
Kathmandu, Kathmandu  
Bagmati Province  
Nepal

Addendum No: 1

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**Following changes have been made in the bid document**

**Chapter: General Information**

# Chapter: Evaluation of Consultant's EOI Application

Consultant's EOI application which meets the eligibility criteria will be ranked on the basis of the Ranking Criteria. A maximum of 6 consultants shall be short listed

## i) Eligibility Criteria

Sl. No.	Criteria Title
1	Corporate Registration
2	Tax Clearance/Tax Return Submission
3	VAT/PAN Registration
4	EOI Form 1: Letter of Application
5	EOI Form 2: Applicant's Information Form
6	EOI Form 3: Experience (3(A) and 3(B))
7	EOI Form 4: Capacity
8	EOI Form 5: Qualification of Key Experts
9	In case of a natural person or firm/institution/company which is already declared blacklisted and ineligible by the GoN, any other new or existing firm/institution/company owned partially or fully by such Natural person or Owner or Board of director of blacklisted firm/institution/company; shall not be eligible consultant.
10	If the corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV shall not be eligible to participate in procurement process till the concerned Court has not issued the decision of clearance against the Corruption Charges.

## ii) Evaluation Criteria

### Technical Competence:

Sl. No.	Description	Minimum Requirement
1	Qualification of Key Experts	As per mentioned in ToR
2	Experience of Key Experts	As per mentioned in ToR

**Total Score: 50.0**

### Management Competence:

Sl. No.	Description	Minimum Requirement
1	General Experience of consulting firm	As per mentioned in ToR
2	Specific experience of consulting firm within last 5 years.	As per mentioned in ToR

**Total Score: 40.0**

### Geographical Competence:

Sl. No.	Description	Minimum Requirement
1	Financial Capacity.	Net worth be positive in fifth year, Pending litigation if not in last year

**Total Score: 10.0**



## **Conducting Beneficiary Satisfaction Survey of SSSPCR project Beneficiaries (Contract ID : NP-DOCR-271570-CS-QCBS)**

### **1. Background:**

STRENGTHENING SYSTEMS FOR SOCIAL PROTECTION AND CIVIL REGISTRATION (SSSPCR) is a nationwide project implemented by the Department of National ID and Civil Registration (DONIDCR) under the Ministry of Home Affairs (MoHA) with financial assistance of World Bank. The project supports the DONIDCR's Civil Registration (CR) and the Social Security Allowance (SSA) program and aims to improve the coverage of SSA and CR, and the delivery of SSA. These goals will be supplemented by institutional strengthening at both central and local levels to ensure the sustainability of the gains of the first two objectives.

The SSA consists of cash transfers to beneficiaries of nine different categories known as Senior Citizen, Disability, single women, Widow, Endangered Ethnic Groups, Child Protection, and Child Nutrition across the country. Under civil registration components, five vital events are registered- birth, death, marriage, divorce and migration recorded in the VERSP-MIS.

**Key project interventions** include the following:

1. Support the transition from manual to online civil registration supported by Service Units (SUs) on-board at each local level
2. Support transition from cash to electronic payment
3. Registration campaigns
  - (i) to promote timely registration of vital events and enrolment of the eligible into the SSA
  - (ii) to incorporate the previously unregistered or left.
4. Improved grievance redress mechanism when and where appeared during implementation.

**Project beneficiaries are as follows**

1. SSA Beneficiaries
2. Individuals/families who register vital events

To assess whether the interventions are achieving the targeted goals, it is essential to periodically assess the perceptions of beneficiaries and their level of satisfaction. Project beneficiary satisfaction survey is also a required element of the project as envisaged in results framework. The survey will help the Department understand how the beneficiaries perceive and the changes they like in the delivery of CR and SSA, and the socio-economic impact of SSA on beneficiaries, whereby help to make policy or operational changes in the future.

The Department seeks a Consultant firm to implement the beneficiary satisfaction survey. The survey will be purposively sampled with an estimated sample size of 5-8,000 individuals and is expected to be fielded between March-June 2022.

## 2. Objective of the Beneficiary Satisfaction Survey

The main objective of the Beneficiary Satisfaction survey is to assess project beneficiaries' degree of satisfaction with the changes in the delivery processes of CR and SSA, and social and economic impact of SSA on beneficiaries. This survey aims to:

- a) To assess the degree of project beneficiaries' satisfaction with regard to access and quality of service delivery in CR and SSA specifically since the transition to online registration, payments via banks and operation of registration camps.
- b) Evaluation of SSA: adequacy, usage, its effect on social harmony, family dynamics and people's perception towards SSA beneficiaries.
- c) Propose recommendations based on the survey findings for the improvement of policy measures on SSA and CR by the government of Nepal.

## 3. Key Research issues

The key research issues will include. But are not limited to the following:

- a) Awareness about SSA/CR –
  - (i) Are more people now aware of it?
  - (ii) Were the IEC materials used effective?
  - (iii) What mode of communication was more effective in reaching the beneficiaries?
- b) Access to registration/application for SSA: Did the registration camps improve access? Has the field assistant helped with access?
- c) Transition to online registration/application – Has the transition made it easier for beneficiaries to register?
- d) Transition to E-Payment – Has electronic payment made it easier for beneficiaries?  
(What modalities would work best: Cash at branch, ATM cards, mobile banking, payment camps by PSPs, etc.?)
- e) Civic engagement in the SSA process: have there been any changes? Were local CSOs/groups mobilized for CE in the SSA enrolment process? Perception on transparency in enrolment and payment process, etc.
- f) Access to GRM: What has changed? What medium most useful to file a complaint? Change in responsiveness to complaints and reforms made?

## 4. Scope of Work & Methodology

The study should employ both quantitative and qualitative approaches. The selected consultant will perform the following tasks under the consultation and supervision of the Department.



- a. Cluster based survey of the beneficiaries of Social Security Allowance and Vital Registration
- b. Observe the major intervention of projects in e-payment, banking, and communication outreach and registration camps.
- c. Qualitative and Quantitative survey through the structured questionnaire
- d. Focus Group Discussions (FGD) of project beneficiaries and eligible non-beneficiaries from selected 2 Palikas. of each provinces
- e. Key informant interviews (KII) and interactions comprised of main stakeholders as LL and ward officials, representatives of banks, representatives of CSOs and other representing the beneficiary categories – senior citizens, people with disability, etc.

The consultant is expected to undertake all relevant activities to successfully administer the survey, FGDs and KIIs, including piloting and refining the questionnaire, recruiting and training enumerators, field mobilization, data collection, data entry and processing, and data analysis to prepare a report. This section describes the specific tasks and responsibilities of the Consultant at each stage of the project and provides guidance where necessary on how the required tasks are to be carried out.

**a) Planning Phase**

- ❖ Briefings, consultation meetings, and desk review of relevant policy documents and literature
- ❖ Identification of Population, Sample Size and respondents
- ❖ Finalization of questionnaire based on theme.
- ❖ Digital data entry program appropriate for online data entry in consultation with the department
- ❖ Pretest the questionnaire and finalize in consultation with DoNIDCR prior to commencement of field work and ensuring the robustness of the hardware as well as the software used to handle the data.

**b) Implementation phase**

- ❖ Conduct the training to the field supervisors and enumerators and protocols.
- ❖ Conduct field work to administer the survey, FGDs and KIIs
- ❖ Generate real-time data by utilizing an online electronic data platform.
- ❖ Establish a relationship with key informants i.e. SSA beneficiaries, Payment Service Provider, Ward office, Local Level, family member of SSA beneficiaries etc.,
- ❖ Develop and implement a Data quality control plan and its implementation with the engagement of DoNIDCR.
- ❖ Prepare and submit a monthly progress report of the survey to DoNIDCR.
- ❖ Conduct data analysis, visualize the data and conduct an initial briefing to DoNIDCR.

**c) Reporting and dissemination**

- ❖ Prepare a draft report based on the report findings and PPT and present it to DoNIDCR.
- ❖ Finalize the report by incorporating comments provided by DoNIDCR.
- ❖ Submission of deliverables



## 5. Sampling Size for SSA

The survey should be carried out with Stratified Random Sampling. This method of sampling involves the division of a population into smaller sub-groups known as strata. The proposed sampling to meet the objectives are mentioned below;

Theme	Population Size	Select Local Levels	Unit	Total Sample
O1	200 LLs			
O2	532 LLs			
O3				
O4	3,287,000			

The following groups are the direct beneficiaries of SSA program;

- Senior Citizen Allowance ( Above 70)
- Senior Citizen Allowance (Above 60)
- Single women Allowance
- Widow Allowance
- Full Disability Allowance
- Partial Disability Allowance
- Endangered Ethnicity Allowance
- Child Protection Grant ( Nutrition)

## 6. Sample Population:

The population for survey will be selected as mentioned below;

<b>Total Province</b>	:	7
<b>Total Districts</b>	:	4x7= 28
<b>Total Local Levels</b>	:	4 x4 x7 = 112
<b>Total Wards</b>	:	1254 wards
<b>Selected Sample Wards</b>	:	In interval of 5 (1254/5= 250.8)
<b>Total Selected Wards</b>	:	251

Province	Total Ward for each province	House Holds for each province	Sample size for each province
1	34	12	408
2	39	12	468
Bagmati	34	12	408
Gandaki	38	12	456
Lumbini	34	12	408
Karnali	33	12	396
Sudoorpaschim	29	12	348
<b>Total</b>	<b>251</b>	-	<b>2892</b>



The sample unit must represent the population covering the hill and terai topography of Rural / Urban wards of selected local levels.

#### 7. Team composition:

The Consultant must identify and train a sufficient number of field workers to undertake and ensure that the task is completed on given time. The Consultant will recruit, train, assign, equip, transport, supervise and compensate all the staff needed to carry out the survey.

The project team should include, but not necessarily be limited to:

S.N	Human Resource	Required Quantity	Proposed Days	Working
a.	Team Leader - Research and Survey Specialist	1	30 days	
b.	Deputy Team Leader- Social Protection and Governance Specialist	1	40 days	
c.	Statistician- Data Analyst	1	40 days	
d.	Survey Coordinators	7	30 days	
	Total	10	140 days	

#### 8. Key Deliverables:

The firm should be responsible to provide the major deliverables:

- Tentative work plan of field visit/inception report within 7 days of contract award.
- Draft of questionnaire containing more objective and lessening subjective.
- Final Research Report- Soft Copy and Hard Copy - 50 Sets

##### Hard Copy Specifications;

Cover Page: Four Color 350 gsm  
 Inside Page: 80 gsm  
 binding: Perfect Binding

- Details of Respondents in defined format of DoNIDCR
- Pictures of Respondents ( Must took Consent )

#### 9. Confidentiality and Data ownership

The Consultant will protect the confidentiality of individuals responding in the survey. Records containing personal identifiers (names, addresses and phone numbers) will be kept in a secured location at all times. This includes both physical (paper) and electronic records.

All data collected and supporting documents will be treated as confidential and will be the property of the Department. No data, documentation, sampling frames or other information from this survey will be released to third parties without the written approval of the Department.



## 10. Qualification of firm and Requirement of professional staff

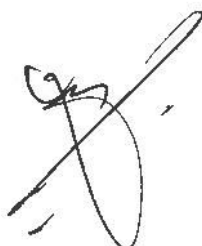
### a. Qualification of firm

- A minimum of five years of professional experience in research design, quantitative and qualitative research methods and undertaking of surveys in Nepal with diverse populations across all three ecological belts.
- A minimum of three similar assignments, including a satisfaction survey, on-going
- Demonstrated capacity to train and mobilize high quality enumerators nationwide for field survey/data collection implementation in Nepal
- The Firm must have previous experience working with government departments, international organizations and donor funded projects

## 11. Service Provider and Survey Team Composition

The table below depicts the

A-team Leader- Research and Survey Specialist -1	
Responsibilities	Required Qualification and Experience
<ul style="list-style-type: none"> <li>❖ Provide technical leadership in the study and work as the key point of contact with the clients and stakeholders.</li> <li>❖ Conduct Desk review/Scoping and finalization of the sampling frame.</li> <li>❖ Motivate, coach, and guide the Study team</li> <li>❖ Finalize the tools/Instruments for the study in consultation with the clients.</li> <li>❖ Develop and implement survey protocols and work plans.</li> <li>❖ Acquisition of Human resources and training field staff</li> <li>❖ Monitoring and Oversight of the fieldwork</li> <li>❖ Review and cross-check data analysis framework design, data entry/analysis cross-check –</li> <li>❖ Review the draft report</li> <li>❖ Presentation and Finalization.</li> </ul>	<p>Master's degree in Sociology/ Anthropology or Social Sciences related with 12 years of general experience and at least 5 years specific experience in a similar job.</p>



**B. Deputy Team Leader- Social Protection and Governance Specialist-1**

Responsibilities	Required Qualification and Experience
<ul style="list-style-type: none"> <li>❖ Desk review/scoping and sampling frame finalization.</li> <li>❖ Design of tools and Instruments.</li> <li>❖ Development of Field guides and survey protocols.</li> <li>❖ Deliver training to the enumerators and coach and guide the field team.</li> <li>❖ Support Team Leader in the acquisition of and training field staff.</li> <li>❖ Participate in the pretesting of tools and templates.</li> <li>❖ Support Team Leader in-field monitoring for data quality control.</li> <li>❖ Draft the Survey report.</li> <li>❖ Support in the presentation and finalization of the report.</li> <li>❖ Supervise and guide Survey Coordinator.</li> </ul>	<p>Master' degree in relevant field with 8 years of general experience and at least 3 years specific experience in a similar job. Preference shall be given to the candidate experienced in working in social protection of vulnerable groups, Governance, and Social Security Allowances/schemes.</p>

**C. Statistician- Data Analyst-1**

Responsibilities	Required Qualification and Experience
<ul style="list-style-type: none"> <li>• Design of tools and Instruments</li> <li>• Support in the digitalization and pretest of the tools.</li> <li>• Design data analysis framework, acquire raw data, clean data, and entry and cross-check.</li> <li>• Conduct data analysis and visualization</li> </ul>	<p>Master's Degree in statistics with at least 8 years of experience in Statistics and Data Analysis. Preferences will be given to the candidates who can handle data software, manage online data platforms, and Big data Acquisition and Analysis.</p>

**D. Survey Coordinator: 1**

Responsibilities	Required Qualification and Experience
<ul style="list-style-type: none"> <li>• Coordinate with LLs, Service units, stakeholders to ensure that enumerators are connected to the respondents.</li> <li>• Supervise enumerators and report to the Team Leader/Deputy Team Leader.</li> </ul>	<p>Bachelor's Degree in sociology with at least 5 years of experience in field coordination, managing research and survey.</p>



- Conduct field Monitoring for pretest and data quality control.
- Facilitate logistic supports to the enumerators.

**Note:** Enumerators (with minimum 10 + 2 or equivalent graduated) shall be fixed in proportionate of given sample size and define time frame. The approval of inception report. So, interested bidders may propose its number based on assumption and justification of it.

## 12. Timeline

The assignment is expected to be completed within 70 days of the contract date.

Activities	Chaitra 1-2 weeks	Chaitra 3-4 weeks	Baisakh 1-2 weeks	Baisakh 3-4 weeks	Jestha 1-2 weeks	Jestha 3-4 weeks
Sign of Contract						
Idea Formulation and defining Methodology						
Meeting and Planning Selection and Orientation Virtual Meeting from DoNIDCR						
Field Visit (Survey)						
Data Entry Tabulation						
Data Analysis						
Final Report Preparation						
Submission of Report						

## 13. Budget provision and payment schedule

The budget for this survey undertaking will cover professional fees, travel costs, workshops, mobilization expenses, and supply costs of the consultant team or an institution.

The consultant will be paid according to the following schedule.

- ❖ 10% (Advance payment) after submission and approval of the inception report.
- ❖ 20% on recruitment of field teams and completion of training workshops and piloting with deducting advance payment.
- ❖ 20% upon delivery of the finalized survey questionnaire and other instruments, data entry platform, interviewer's manual and sampling strategy.
- ❖ 30% upon completion of field level data collection.
- ❖ 30% upon delivery of the cleaned survey dataset and all supporting documentation with

