Request for Proposals (RFP):

STUDY ON INFORMATION AND COMMUNICATION TECHNOLOGY ACCESSIBILITY FOR PERSONS WITH DISABILITIES IN NEPAL

SEPTEMBER 2018

12 Balcombe Place, Colombo 8, Sri Lanka
v: + 94 (11) 267 1160; f: + 94 (11) 267 5212
www.lirneasia.net

STUDY ON ICT ACCESSIBILTY FOR THE DISABLED IN NEPAL

LIRNE*asia* is a regional, non-profit ICT [information and communication technology] policy and regulation think tank. Its mission is "*to improve the lives of the people of the emerging Asia-Pacific by facilitating their use of ICTs and related infrastructures; by catalyzing the reform of laws, policies and regulations to enable those uses through the conduct of policy-relevant research, training and advocacy with emphasis on building in-situ expertise.*"

This Request for Proposal (RFP) invites technical and financial proposals from research organizations to undertake the work described herein. A detailed description of the project is provided in the RFP to assist the Bidders in obtaining an understanding of the objectives of the project and to facilitate responsive proposals.

Proposals for the project must be *received* by LIRNE*asia* by **0900 hrs Sri Lanka time on 17th September 2018.** Proposals (including technical and financial proposals) must be emailed to procurement@lirneasia.net with the subject header "Nepal ICT Accessibility for PWDs Study - < Name of Firm>" in PDF [portable document format] **and** an edit-enabled version (e.g. in Microsoft Word) version.

Short-listed bidders will be notified by **21st September 2018**, and the selected bidder is expected to start work immediately after signing of the contract on the 25th September 2018.

LIRNEasia reserves the right to accept or reject any or all proposals without assigning any reason whatsoever. LIRNE*asia* will evaluate the proposals, and our decision shall be final and will not be subject to any form of appeal.

This RFP contains the following sections and annexes:

Section 1	Instructions to Bidders
Section 2	Project Description
Section 3	Scope of Work
Section 4	FGD Respondent Sample
Annex 1	Technical Proposal Template
Annex 2	Financial Proposal Template
Annex 3	Contract Template

1.0 INSTRUCTIONS TO BIDDERS

1.1. INTRODUCTION

1.1.1 Definition of Terms

Unless otherwise specified, the following terms used in this document have the following meanings:

- *Authorized Entity* or *Consultant* means the firm that is signatory to the contract in case of successfully winning the evaluation process. The Client will entertain invoices from and make payments to the Authorized Entity. In case of multiple organizations joining together to bid for the RFP, one firm should be clearly designated as the Authorized Entity. The Authorized Entity or Consultant will be the primary point of contact for the Client.
- *Bidder* means the firm that files an application in response to this RFP; this Entity will be the single point of contact with the Client for the RFP process and handle subsequent negotiations leading to contracting should the bid be successful. In the case of multiple organizations combining to submit a proposal in response to this RFP, the single point of contact must be specified to interact with LIRNE*asia* for the RFP process, and to handle subsequent negotiating leading to contracting should the bid be successful. This single point of contact must be from the Authorized Entity.
- *Client* means LIRNE*asia* or other party contracted by LIRNE*asia* to manage the Study.
- *Collaborating Entity* means the collaborating firm(s) that the Bidder enters into a partnership with for the purpose of conducting the study.
- *Proposal* means a set of a technical proposal and associated financial proposal submitted in response to this RFP.
- *RFP* means Request for Proposals.
- *The Study/Current Study* refers to the study which is the subject of this **RFP: STUDY ON INFORMATION AND COMMUNICATION TECHNOLOGY ACCESSIBILITY FOR PERSONS WITH DISABILITIES IN NEPAL**

1.1.2 Scope of Work

The Client has issued this RFP to invite Proposals from potential Bidders to conduct qualitative research on the use of ICTs by persons with disabilities (PWDs) in Nepal. The study is to be conducted in the months of September and October 2018 in Nepal. These are more fully described in Section 3.0 of this RFP.

1.1.3 Cost of Preparation of Bids and Liability

The Bidder shall bear all costs associated with preparation and submission of the bid as specified in this RFP, as well as any subsequent negotiations with the Client if applicable. The Client will, in no case, be responsible or liable for such costs, or have any other liability to any Bidder, regardless of the conduct or outcome of the proposal evaluation. The Client shall have no obligation to any Bidder to reimburse any costs incurred in preparing the proposals, whatever the result. Submission of a proposal in response to this RFP by a bidder will be interpreted by the Client as the Bidder's acceptance of this condition.

1.1.4 Eligibility and disqualification

Any party, firm or individual that is already working with the Client in any capacity – as a consultant, research fellow, partner, etc. – or their family members, or firms that they are employed with, owned by them or where they are directors, are not eligible to submit a bid. Bids received from any such parties will be disqualified.

1.1.5 Clarifications

Requests for clarifications of specific items of this RFP shall be directed by e-mail to procurement@lirneasia.net, with the subject header "Nepal Accessibility for PWDs in Nepal CLARIFICATION - < Firm Name>". The Client will respond to all such requests by e-mail. Both the clarification/questions and responses will be sent by e-mail to all bidders, and kept for records.

At any time prior to the deadline for the submission of the application, the Client may amend the RFP for any reason. All Bidders will be notified in writing (i.e., via e-mail) of the amendments and all Bidders will be bound by the amendments. The amended RFP shall also be uploaded onto the Client's website and shall remain there until at least the deadline for submission. Bidders are required to acknowledge receipt of any amendment within one business day of such receipt by e-mail. The Client will assume that the information contained in any amendment is taken into account in the Bidder Proposal.

1.2 PREPARATION OF THE PROPOSAL

1.2.1 General

Bidders are advised to examine all terms and instructions included in the RFP while preparing their Proposals. Failure to provide all requested information will be at the Bidder's own risk and may result in the rejection of its Proposal.

Each proposal shall consist of 3 components: 1) the Technical proposal; 2) the Financial Proposal; and 3) relevant business registrations.

1.2.2 Technical Proposal

The Bidder's Technical Proposal shall be submitted in the Technical Proposal Template provided with this RFP (Annex 1). Page limits indicated in the template must be strictly adhered to, as the evaluation committee will be instructed to stop reading below the indicated page or paragraph limit.

As part of the Technical Proposal Template, the Bidder must submit a scanned copy of the current Business Registration Certificate of the Authorized Entity as well as that of the Collaborating Entity/entities (if applicable).

A template of the Contract that the Client will issue to the winning Bidder is provided in Annex 3. Bidders should carefully review it and clearly mark any sections which it does not agree with and/or suggested changes (i.e. exact language). All these should be provided as tracked changes in MS Word Format version of the Contract, and sent as an Annex to the Technical Proposal.

Any assumptions made by the Bidder in the formulation of its Technical Proposal should be clearly stated.

1.2.3 Financial Proposal

The Financial Proposal shall consist of the following documents:

1. A covering letter signed by the Bidder, clearly indicating the validity of the Proposal for a minimum of 8 weeks from submission; and
2. Costs for the Study provided in modular form, as per the Financial Proposal Template provided in Annex 2. All costs should be provided in United States Dollars (USD) and shall be inclusive of all taxes, duties, fees and other impositions as may be levied under the prevalent laws of the respective country/ies where the Authorized Entity is registered.
   The contract may be between the Consultant, and the Client. Payments shall be made in USD and the Client shall not be responsible for any currency fluctuations in the Consultant's foreign currency denominated costs during the study. Any assumptions made by the Bidder in the formulation of its Financial Proposal should be clearly staged.

The Client will strictly not entertain any price revisions during evaluation.

1.2.4 Format and Submission of Proposal

Bidders should prepare their bids in the format provided in this RFP. Bidders should electronically submit the proposal including both the Technical and Financial Proposals in PDF [portable document format] **and** an edit-enabled version (e.g. in Microsoft Word). In the event of any discrepancy between the PDFs and the editable version, the PDFs shall govern. Proposed changes to the template Contract shall be submitted as tracked changes in MS Word Format version of the Contract, and sent as an Annex to the Technical Proposal.

1.2.5 Validity of Proposal

The Proposal (both Technical and Financial) must be valid for a minimum period of 8 weeks from the date of submission of the proposal. The Client will make its best effort to complete negotiations within this period.

1.2.6 Confidentiality of Proposal

If a Bidder believes that any portion of the Proposal is to be treated in confidence, it shall identify such information clearly in the Proposal. The Client will make every effort to treat such documents in confidence to the extent possible and necessary, consistent with an open and transparent evaluation process.

1.3 EVALUATION OF PROPOSALS

Evaluation of proposals and selection of the winning proposal will be based on the Client’s assessment of both the submitted Technical and Financial Proposals.

An indicative marking scheme is given below.

Table 1: Indicative marking scheme

		WEIGHT	
		For joint bids	**For single entity bids**
Company experience and credentials	1. Profiles and capabilities (of Bidder and Collaborating Entity) a) Country presence b) Profile of past clients c) Specific research units with ‘social’ focus	7	10
	2. Previous collaborations between Bidder and Collaborating Entity (if applicable)	3	
	3. Relevant experience a) Qualitative research in Nepal b) Research with PWDs- visual, hearing and mobility impaired c) Research dealing with mobile and computer use	15	15
Methodology	4. Demonstrated ability of proposed team to carry out the work, including: a) Ability to meet the quotas specified b) Methods undertaken to obtain consent from the respondents c) Special measures taken to ensure that PWDs are able to participate in discussions- use of interpreters, accessible locations etc.) d) Recommended revisions/improvements (if any)	20	20
	5. Proposed project team Team Leader’s competencies, followed by the Moderators, and other team members' competencies	10	10
Timeline	6. Ability to complete final deliverables within (or close to) ideal timeframe provided	5	5
Cost	7. Quoted cost	40	40
Total	Total	100	100

The Client’s decision will not be subject to appeal.

1.4 NEGOTIATIONS

Prior to the expiration period of Proposal validity, the Client will invite the selected Bidder for final negotiations. The aim of the negotiation shall be to reach agreement on all points, and initialize a draft contract to be finalized by the conclusion of negotiations. Changes agreed upon will then be reflected in the Financial Proposal, using proposed unit rates. If a successful negotiation is not possible with the selected Bidder, the next evaluated Bidder will be invited for negotiation, and so on.

1.5 AWARD OF CONTRACT

On the basis of the Financial Proposal and subsequent negotiations, the final contract will be agreed upon as a lump sum contract with intermediate payments tied to the Client’s acceptance of specific deliverables.

As already stated, the Contract template that the Client will issue to the Consultant is provided in Annex 3. Bidders should carefully review it and clearly mark any sections that it does not agree with suggested changes (exact language) provided as tracked changes in MS Word Format as an Annex to the Technical Proposal.

The selected Bidder is expected to commence the Study within a week of signing the Contract. Therefore providing input on the Contract at this stage is essential.

2.0 PROJECT DESCRIPTION

2.1 BACKGROUND

The Client, LIRNEasia, is a regional, non-profit information and communication technology (ICT) policy and regulation think tank. It has conducted several demand-side studies of information, knowledge and communication technology needs and habits of households, individuals and small and micro- enterprises in South and Southeast Asia for over a decade.[1] This research has allowed the Client to gain deep insight into these markets and make positive contributions to the policy processes affecting ICT connectivity in many of the countries studied.[2]

With the support of the Ford Foundation, LIRNEasia is conducting a project in Nepal on "Enhancing broadband policy discourse in Nepal, with emphasis on inclusion of the differently abled". Through this project, LIRNEasia seeks to advance the formulation and implementation of broadband policies for Nepal that would be broadly inclusive, especially with respect to the differently abled. A face-to-face survey has been conducted among 400 PWD across Nepal, to identify what types of access to ICTs PWD have, including assistive technologies. The current research (that is the subject of this RFP) will delve deeper into the research areas outlined in Section 2.3 using qualitative methods, to complement the survey findings.

The proposed research aims to assess the means by which persons with disabilities (PWDs) in Nepal use ICTs, and the barriers to use faced by this community. It will focus on those with three types of impairments-visual, hearing and mobility.

2.2 TARGET GROUP

The target population for the research are PWDs in Nepal, of ages 15 and above.

2.3 OBJECTIVES OF THE STUDY

The overarching objective of The Study (i.e., this consultancy) is to collect qualitative individual-level data on ICT use and barriers to access for the disabled in Nepal, examined through focus groups, in-depth interviews and key informant interviews, to enable an in-depth understanding of the issues from the viewpoint of PWDs.

The research is expected to help

- Assess the disabled community's understanding of, and expectations for using ICTs, making comparisons across types of impairments (visual, hearing and mobility), and socio-economic categories;
- Review user experiences of those using ICTs, understanding if and how they are used as assistive technologies;
- Evaluate the extent to which ICTs are being used for employment by the disabled community
- Understand the barriers to use of ICTs for the disabled community;
- Understand how the disabled use ICTs to respond during a natural or man made disaster;

The findings are then to be used to inform policy on issues and opportunities pertaining to ICT access and use by PWDs.

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[1] See http://lirneasia.net/farmhouse/projects/icts-the-bottom-of-the-pyramid/ http://lirneasia.net/farmhouse/projects/2012-2014-research-program/responding-to-the-policy-window-in-myanmar-to-help-lay-foundation-for-inclusion/ for examples of previous research. [2] See for example: https://lirneasia.net/2018/02/lirneasia-research-quoted-myanmar-usf-document/

3 http://data.worldbank.org/indicator/IT.CEL.SETS.P2

3.0 SCOPE OF WORK

This section details the scope of work to be conducted by the Consultant, including the proposed methodology that the Bidder should consider in its Proposal.

3.1. DEFINITIONS

Table 2: Definitions

Definitions	
Persons with disabilities (PWDs)	Individual who either has one or more of the following a) visual impairment b) hearing impairment c) mobility impairment (see below for definitions for the impairments). While the Client is aware that those with intellectual impairments would also often come into this definition, it has been excluded for the purpose of this study.
Visually impairment	Difficulty seeing, even if wearing glasses.
Hearing impairment	Difficulty hearing, even when wearing hearing aid.
Mobility impairment	Difficulty walking, climbing steps and carrying items.
Information and communication technology (ICT) user	Individual who owns and has used a mobile phone in the past three months, and/or has used a computer in the last three months[4]
Assistive technologies	Assistive devices and technologies are those whose primary purpose is to maintain or improve an individual's functioning and independence to facilitate participation and to enhance overall well-being. [5]

3.2. RESEARCH DESIGN

Qualitative data-collection shall target four Provinces which the Nepal Census (2011) identifies as either as having a high percentage of persons with disabilities. It is required that the research be conducted in Provinces 1, 2, 3 and 5 in Nepal.

Three types of protocols are requested, and are detailed in sections 3.2.1, 3.2.2 and 3.2.3 respectively. The costs associated with each type of protocol should be reported separately in the Financial Proposal.

It is expected that the research design will be finalized with the Consultant based on Client objectives, practical considerations as well as cost.

3.2.1 Focus group discussions with PWD

Persons with disabilities would be interviewed using focus groups discussions (FGDs). Twenty-Four (24) FGDs with 6 respondents in each (total 144 respondents) are to be conducted. However, if at any point during the research the Client or Consultant determines that in-depth interviews (IDIs) would yield more comprehensive findings than FGDs, an FGD will be replaced at a rate of 3 IDIs for 1 FGD, upon mutual agreement between the Client and Consultant.

4 ICTS can often include other forms such as television and radio, but its scope has been limited to mobile phones and computers for the purpose of this study. Mobile phones can refer to smartphones or feature/basic phones.

5 World Health Organization. http://www.who.int/disabilities/technology/en/
Examples of assistive devices and technologies include wheelchairs, prostheses, hearings aids, visual aids, and specialized computer software and hardware that increase mobility, hearing, vision, or communication capacities.

The Client has specified its requirements for each protocol based on the following parameters: location, type of disability, socio-economic category, the use of ICTs, and employment status (See Section 4).

In addition to the requirements listed above, gender, age, severity of impairment, smartphone ownership and use of assistive technologies, are also to be considered when recruiting respondents. The following quotas are to be adhered to:

Table 3: Quotas for recruitment of respondents

Gender	Male	Minimum 40% of sample
	Female	Minimum 40% of sample
Age	15-20	Maximum 10% of sample, minimum 5% of sample
	20-35	Minimum 20% of sample
	35-45	Minimum 20% of sample
	45-65	Minimum 20% of sample
	65 and above	Maximum 10% of sample, minimum 5% of sample
Severity of impairment/level of difficulty in carrying out the task specific to the impairment (e.g.: level of difficulty seeing if visually impaired)	Some difficulty	Minimum 20% of sample
	A lot of difficulty	Minimum 20% of sample
	Cannot perform task at all	Minimum 20% of sample
Smartphone ownership		Minimum of 60% of mobile owners should be smartphone owners.
Use of assistive technologies		Minimum 20% of sample

The Technical Proposal should detail how these quotas are to be met, focusing on the types of assistive technologies that would be targeted for each type of disability. Any other concerns regarding the quotas may also be raised.

3.2.2. In-depth interviews (IDIs) with PWD

Twelve (12) IDIs should be conducted with persons with disabilities who have not left their homes in the three months preceding the interview. These IDIs should be reasonably spread across geographical locations (i.e., they should not be concentrated in one or two states/provinces. Three IDIs should be carried out focusing on each type of disability specified in Section 3.1 (visual, hearing and mobility). A minimum of 40% of the respondents should be using ICTs, with a minimum of 10% using assistive technology.

3.2.3 Key informant interviews (KIIs) with leaders in disabled community

Six (6) KIIs shall be held with thought leaders in the disabled community. All interviews are expected to take place in Kathmandu.

3.3. TASKS

The Client will be extensively involved in the research, from drafting the discussion guide, to joining fieldwork and synthesis meetings. The Client will later produce a report based on the findings.

3.3.1. Study Design and Sample Design

a) Consultant shall work closely with the Client to further develop, refine and adapt the research design and sample that has been outlined in Section 3.2.
    i) Technical Proposals shall include a discussion of the extent to which the Client methodology can either be directly applied or how else it can be adapted to make the results more insightful.

b) The Consultant shall provide a finalized fieldwork schedule along with location details to the Client as early as possible in a manner that enables the Client's staff to obtain visas, travel to Nepal and participate/observe all or select parts of the field work.

3.3.2. Research Instrument finalization

a) The Consultant shall work with the Client to customize and finalize and format the "Research Instruments" using its expertise and experience. The Research Instruments will consist of semi-structured discussion guides, with key areas the moderator should probe for, while allowing for unplanned and relevant input to arise from the recruited subjects. A basic set of questions shall be provided to the Consultant upon signing of the contract.

b) The Consultant will complete the final scripting of the Research Instruments where necessary and put them into field-ready format. Once these English language research instruments are finalized, the Consultant shall translate them into local languages and dialects where appropriate; the Consultant shall ensure that the translated versions are checked for consistency and to ensure that the meanings have been correctly translated in such a manner that a local reader/respondent will have a similar interpretation to that of the Client; to the best of its capabilities, the Client will also have the local language translations checked in parallel for consistency.

c) Each translated Research Instrument shall be pilot-tested. Each IDI research instrument will be piloted on a test respondent, and the FGD research instrument on 6 test respondents -- 2 with each type of disability. The FGD research instrument may be tested in mini-discussion set-ups among two respondents with the same type of disability. The pilot testing shall be conducted very early in the study. The English transcripts of the pilot tests shall be sent to the Client. Based on the pilot tests, the Consultant will prepare a Pilot Report. Upon the receipt of the pilot report, the Client reserves the right to include any change in the questionnaires. The agreed upon changes shall be then made to the research instrument (in English) and translated into the relevant local languages. The Consultant will forward the finalized, formatted English language versions of the Research Instruments, as well as the local language versions to the Client and obtain approval prior to engaging in fieldwork.

3.3.3. Data collection, entry and processing

a) The Consultant shall obtain all necessary local permissions and authorizations to conduct field work in selected areas. Any further permissions or authorizations that may be required should be brought to the notice of the Client at the bidding stage (i.e., in Bidders' Technical Proposal).

b) The Consultant holds the responsibility in adhering to the consent and privacy requirements in the ethics of survey research, taking and sharing photographs, and handling respondent identification and contact information. The Consultant shall obtain respondent's informed consent to participate in the research. The wording for this shall be provided by the Client, and will include separate permission to photograph the respondent if he/she allows. If the respondent is unable to physically sign the consent form for any reason, alternative methods of obtaining proof of informed consent may be discussed and used as long as the Client approves. The method of obtaining informed consent, taking into account the impairments of the respondents, should be detailed in the Technical Proposal. Upon completion of the field research, the Consultant shall provide the Client with proof of informed consent for each respondent. Upon completion of the final deliverable to the Client, the Consultant shall not retain in their database (electronic or paper-based) any personally identifiable information of any respondent.

c) The Consultant will recruit qualified respondents, except in the case of the key informant interviews with influencers in the disabled community; the Client will carry out the recruitment for the latter. The Consultant shall, for all three types of protocols, administer the research instruments in the languages and dialects that would enable the respondents to engage in discussion with ease, as appropriate, including sign language where necessary. This may imply having qualified moderators/interviewers fluent in the local language and context, and the use of aids such as sign language interpreters. Steps taken to ensure that the respondents are able to participate in the focus group, taking into consideration their disabilities, should be highlighted in the Technical

Proposal.

d) The research fieldwork shall be conducted by experienced field personnel who have undergone training in Basic Code of conduct of Field Personnel specific to the research instruments being used in this Study.

e) Irrespective of the recruiter, the Consultant shall provide the venue for the protocols to be conducted, obtain permissions/ethnical clearance for the research, obtain audio/video recordings, and provide the Client with transcripts as appropriate.

f) The Consultant shall also record all qualitative protocols, usually in audio format, though video recordings may be made if respondents give permission.

3.3.4. Outputs/Deliverables

The Consultant is expected to deliver the following outputs (Deliverables). The proposed timelines are given in Section 3.4. All costs associated with the delivery of these outputs shall be included, and appropriately identified, in the Bidders' Financial Proposals.

1. Pilot Report

The Consultant is expected to prepare a Pilot Report upon the conclusion of the pilot tests, on how the Research Instruments are working and indicating what changes are required. This write up may be in the form of a substantive email or document. If relevant, the Consultant will propose changes in the Research Instruments. Transcripts of the pilot tests are to be sent to the Client. (See section 3.3.5 for guidelines on preparation of transcripts)

2. Finalized Research Instruments in English as well as local languages

See Section 3.3.2 for guidelines on Research Instrument preparation.

3. Presentation slides resulting from the synthesis meeting

The Consultant will be expected to make a top-line presentation ("top- line presentation") to the Client. The proposed timelines are given in Section 3.4. While the Consultant is free to conduct internal analysis activities on its own, the final and concluding meeting/workshop to synthesize the findings shall be done jointly, together with the participation of the Client and its local partners. The format of this meeting/workshop shall be decided upon by the Consultant in consultation with the Client, and shall be conducted in Nepal.

The Consultant is expected to bear the costs associated with the synthesis meeting, including the costs of the venue, projectors etc. The Client, however, shall bear its own costs of attending this meeting/workshop (travel, accommodation and subsistence), along with the costs of any Client local partners.

The input received at this workshop shall be incorporated into the written output of research, in the form of a slide presentation with photographs and video incorporated as appropriate.

4. A folder of photographs and videos appropriately labeled

The Consultant shall provide high resolution photographs and videos suitably labeled, as well as the local language audio recordings (and if applicable, video recordings) of all protocols in digital (computer readable and playable) format.

5. A complete set of English language transcripts

The Consultant shall translate into English and transcribe the records in MS Word format, with all discussion group details (e.g. FGD, dates, location, etc.) stated in each transcript. Word to word transcription is to be provided. The Client will provide a template for the transcripts. Unique IDs should be assigned each respondent when transcribing the records (eg: R1, R2…).

6. Spreadsheet with respondent details

Respondents' details including their unique ID, an assigned pseudonym, age, type of disability and other information as discussed with the Client should be provided in a separate sheet in MS Excel format. In no place should the respondents' real name and respondent data be placed together in the same file. Any record that contains their data (such as transcripts, slides and photos) should only contain their respondent ID and/or pseudonym, as appropriate. The Consultant shall treat this information as strictly confidential. At the conclusion of the term of the project, any information that reveals the identity of individuals who were subjects of research (respondents) shall be destroyed. No information revealing the identity of any individual shall be included in the final report or in any other communication prepared in the course, or as a result of the research, unless the individual concerned has consented in writing to its inclusion beforehand and the Client approves.

7. Methodology note

After the completion of fieldwork, a detailed write-up of the research methodology that was implemented shall be provided by the Consultant ("Methodology Note").

The Methodology Note shall describe any problems encountered in the implementation of the study and what remedial actions were taken. The Methodology Note shall describe any deviations in the methodology that was undertaken, the justifications for the same and implications on the data.

Once the top-line presentation and synthesis meeting/workshop are both conducted, and the other outputs detailed above are handed over to and approved by the Client for quality and content the Consultant's role in the rest of the analysis will be limited to responding to queries that the Client has on the data, as well as methodology.

3.3.5. Coordination and administration

a) LIRNEasia's local partners in Nepal are the Center for Law and Technology (CLT) and Woman Group for Disability Rights (WGDR). While the contract will be between the Client and the Consultant, the work will involve CLT and WGDR and the Consultant shall consider CLT and WGDR staff a part of the Client team.

b) The Consultant shall be the **single** point of contact for the Client and coordinate all activities related to the study.

c) In the case where data collection is to be carried out by a Collaborating Entity, the Consultant shall coordinate the data collection and entry with its the Collaborating Entity, and liaise with them to ensure consistency in all aspects of the study and adherence to all applicable quality control measures at all times. The Consultant will work with the Collaborating Entity to quickly resolve any problems that arise.

d) The Consultant project team proposed in the Consultant proposal should remain the same for the duration of the project. In the event that changes to the Consultant project team become necessary, the Client will inform the Consultant of any changes to the Consultant team in writing with justification 10 working days before any such changes are made. The Consultant will take sufficient actions to ensure continuity in the project and avoid interruptions or delays in the delivery of the Services.

e) The Consultant shall keep the Client informed of the general progress on research implementation at a minimum of weekly updates. During fieldwork, this should be after every 4 protocols, at minimum. This should be done through email or voice calls, and should cover both a short discussion of findings so far, as well as updates on any practical and logistical difficulties that may have arisen. The Consultant shall keep the Client informed about progress and discuss any problems that are being encountered. No deviations from the agreed sampling methodologies or other elements of the research design will be accepted unless the Client has authorized. Such deviations must be communicated in writing to the Client, as well as documented (with justifications) in the final Methodology Note (See Section 3.3.7).

f) The Consultant shall coordinate organization of all venue locations and related administrative tasks for the project. The Consultant will take sufficient actions to ensure that locations and venue are conducive to focus group discussions and in-depth interviews with respondents of varying levels and types of disabilities.

g) The Client may accompany the Consultant's fieldwork team/s at any given moment, with no more than 3 days' notice, in order to conduct, monitor and supervise the data collection processes. The Consultant will be expected to:
   (1) Furnish the Client with letters of invitation to Nepal upon signing of the contract, for the purpose of obtaining (multiple entry) visas. In the event that the successful bidder does not have a physical presence in the Study country, these letters should be furnished by the local fieldwork partner in the Study country, along with a copy of their business registration.

   Provide logistical support and coordination, facilitate the provision of additional simultaneous interpreters (where necessary) to enable Client researchers to provide input on the spot. The Consultant shall inform the Client of additional costs prior to incurring them. Where additional costs are incurred, the Consultant will be reimbursed by the Client upon provision of original invoices. Costs related to the Client's participation in the protocols will be borne by the Client, and should not be included in the budgets provided in the Financial Proposal.

3.3.6. Quality & Penalty Clause

a) The Consultant will ensure consistency in implementation and quality control, including where fieldwork is to be conducted by a Collaborating Entity or any other contracted (third party) staff. The Consultant will be expected to deploy its own quality control mechanisms beyond those stipulated by the Client; such mechanisms should be elaborated in the Bidder's Technical Proposal.

b) Qualitative Interviews will be discarded in case significant deviations from the agreed screeners and questionnaires are observed, at the discretion of the Client upon discussion with the Consultant. The Consultant is expected to provide replacement interview/s as directed by the Client for the discarded ones.

c) There will be penalties attached to the contract between the Consultant and the Client that will be applied in the event of any of the occurrences given in Table 4. Penalty shall be calculated based on the Cost as per the Contract between the Consultant and the Client.

Table 4: Penalties in lapses in quality

Trigger	Penalty (% of Cost as per Contract)
Delayed delivery of the outputs (specified in 3.3.4 and 3.4).	0.25% of the total amount payable will be reduced per day, per delayed output from the day agreed on by the Client and Consultant, up to a maximum of 20% of the total contract value
Any unjustified non-compliance in stipulated guidelines in protocols (as mutually agreed upon by Client and Consultant) is discovered (This may include, but is not limited to, unapproved deviations from the sampling table; failing to pose questions agreed upon by the Consultant and Client to the respondents during protocols; failing to obtain informed consent from respondents in manner agreed upon by Client and Consultant, etc.).	30%
Provision of incomplete transcripts (lack of word for word transcription, and unique IDs not being provided).	10%

Falsification of or tampering with data	30%

3.4. TIMELINE, DELIVERABLES & PAYMENT SCHEDULE

Bidders shall provide an estimated timeline for the Study with estimated completion dates, given in weeks from signing of the contract. Any special considerations (e.g., local festive periods which might affect consumption patterns, or the research process itself) should be clearly indicated.

The proposed timeline and payment schedule is given below.

Table 5: Proposed timeline and payment schedule

Milestones/deliverables	**Proposed timeline**
Kickoff meeting	Week of signing contract
Finalize study design and pilot test	1 week after signing contract
Deliver transcripts from pilot test to Client	2 weeks after signing contract
Finalize research instrument/s in English and local language/s	3 weeks after signing contract
Fieldwork	4-6 weeks after signing contract
Preparation of transcripts, data analysis	7-9 weeks after signing contract
Deliver transcripts and draft methodology to Client	9 weeks after signing contract
Synthesis meeting	10 weeks after signing contract
Deliver finalized slide set, respondent sheet, field photographs, finalized methodology note to client	11 weeks after signing contract

Deliverables/milestone	**Payment amount (% of contract value)**
Signing of contract	30%
Finalization of study design, submission of pilot report to Client Finalization of research instrument in English and local languages Completion of fieldwork	30%
Completion of synthesis meeting Delivery of completed and finalized transcripts, slideset, respondent sheet, field photographs, consent forms and methodology note to Client Delivery of consent forms	40%[6]

All payments are subject to the deliverables being approved for quality and content, and maybe thus altered, or withheld accordingly.

The Client shall make payments no later than 14 days of receiving invoice from Client. The Consultant shall raise the invoice only upon the Client approving a given deliverable(s).

[6] Although all final payments will have been made to the Consultant by this point, it is expected that the Consultant continues to work with the Client by responding to queries, if any thereafter.