Request for Proposals (RFP):

SRI LANKA SOCIAL SAFETY NET QUALITATIVE STUDY

15 AUGUST 2022

LIRNEasia
Pro-poor. Pro-market.

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SRI LANKA SOCIAL SAFETY NET QUALITATIVE STUDY

LIRNE*asia* is a regional, non-profit digital policy and regulation think tank. Its mission is "Catalyzing policy change through research to improve people's lives in the emerging Asia Pacific by facilitating their use of hard and soft infrastructures through the use of knowledge, information and technology."

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 **1200 hrs Sri Lanka time on 22nd August 2022**. Proposals (including technical and financial proposals) must be emailed to **info@lirneasia.net** with the subject header "**<FIRM NAME> - PROPOSAL FOR SRI LAKNA SOCIAL SAFETY NET QUALITATIVE STUDY 2022**" in PDF **and** an edit-enabled version (e.g. in Microsoft Word) version. In the event of any discrepancy between the PDFs and the editable version, the PDFs shall govern.

Short-listed bidders will be notified by **26th of August 2022.**

Proposals received by LIRNE*asia* after the deadline may be rejected. LIRNE*asia* 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
Annex 1	Technical Proposal Template
Annex 2	Financial Proposal Template
Annex 3	Contract Template
Annex 4	Social Welfare Schemes

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 an application in response to this RFP, the single point of contact with LIRNE*asia* for the RFP process, and to handle subsequent negotiating leading to contracting should the bid be successful, will be the Authorized Entity.
- *Client* means LIRNE*asia* or another 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: *Sri Lanka Social Safety Net Qualitative study.*

1.1.2 Scope of Work

The Client has issued this RFP to invite Proposals from potential Bidders to conduct a nationwide qualitative study of *Social Safety Nets in Sri Lanka* as 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, 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 Clarifications

Requests for clarifications of specific items of this RFP shall be directed by e-mail to **info@lirneasia.net** with the subject header "**<FIRM NAME> - CLARIFICATION - SRI LANKA SOCIAL SAFETY NET QUALITATIVE STUDY**." The Client will respond to all such requests by email. Both the clarification/questions and responses will be sent by email 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 email) of the amendments and all Bidders will be bound by the amendments. Bidders are required to acknowledge receipt of any amendment within one business day of such receipt by email. 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 2 components: 1) the Technical proposal; and 2) the Financial Proposal.

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 (valid) Business Registration Certificate of the Authorized Entity in Sri Lanka as well as that of the Collaborating Entity/entities (as applicable).

Also, as a part of the Technical Proposal, Bidders should include any suggested revisions to the template of the Contract that the Client will issue to the winning Bidder, 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 <u>tracked changes in an MS Word format</u> version of the Contract and sent as an Annex to the Technical Proposal. Non-submission of comments or suggested edits will be interpreted as the Bidder accepting the terms of the sample contract, which will form the basis of the Consultant's contract with the Client.

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 as per the Financial Proposal Template provided in Annex 2. All costs should be provided in Sri Lankan Rupees (LKR) and shall be <u>inclusive of all taxes, duties, fees and other impositions</u> as may be levied under the prevalent laws of the respective country where the Authorized Entity is registered. Payments shall be made in LKR 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 stated.

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) version. 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 <u>tracked changes in MS Word Format</u> 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 every 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.

The following table provides an indicative marking scheme for the evaluation of the Bidder's proposals.

Table 1. Indicative marking scheme

	Single bid marking scheme
1. Bidder and Collaborating Entity (if applicable) profiles	5
2. Relevant experience of the Bidder and Collaborating Entity (if applicable) in previously having carried out qualitative research work that targeted the same populations in Sri Lanka	10
3. Demonstrated ability of proposed team to carry out the work [including demonstrated understanding of the Client Methodology and or pros/cons; recommended revisions/improvements (if any)]	5
4. Proposed project team with weighting toward Team Leader's competencies, followed by Moderator/s, Qualitative data analysist and the Field Manager's experience and competencies	10
5. Field strength of the Bidder (or the Collaborating Entity if the latter is to undertake the fieldwork) and field strategy (e.g., training plan, supervision of field recruiter/s etc)	5
6. Health and safety measures put in place to conduct fieldwork safely (for both enumerators and research participants) during COVID-19 pandemic	5
7. Quality control measures that will be employed by the Consultant to ensure highest quality data are obtained, including field recruiter/s' experience, moderator/s' experience and use of computer assisted qualitative data analysis software.	5
8. Risk mitigation and attention to research ethics in data collection	5
9. Contingency plans (Methodology B) for sudden disruptions to fieldwork	5
10. Ability to complete final deliverables within ideal timeframe provided	5
11. Quoted cost	40
Total	**100**

Relevant experience counts as:

- Targets particularly of varying socioeconomic backgrounds and vulnerable communities
- Targets marginalized communities
- Targets vulnerable communities (persons with disabilities, elderly etc..)
- Targets beneficiaries of social protection schemes in Sri Lanka
- Includes data collection (primary data) in Sinhala and Tamil languages
- Deals with service delivery including financial services in Sri Lanka
- Deals with public sector offices in Ministries, Departments and Institutes in Sri Lanka
- Demonstrates experience in conducting studies to access the impacts of disasters/crises and/or during lockdown periods and/or during the pandemic among a variety of populations
- Demonstrates the ability to quickly adapt to changing ground conditions and ensure project objectives are met
- Demonstrates the ability to collect qualitative data remotely
- Demonstrates experience in handling large scale qualitative data using computer assisted qualitative data analysis software (CAQDAS)
- Demonstrates experience in conducting large scale qualitative research in multiple provinces in Sri Lanka

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 in Sri Lankan Rupees (LKR) 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 is a regional, non-profit digital policy and regulation think tank. Over the past fifteen years it has conducted several demand-side studies of information, knowledge and communication technology needs and habits of households, individuals, and businesses in South and Southeast Asia.[1] This includes the AfterAccess nationally representative surveys of ICT access and use in six Asian countries (including Sri Lanka in 2019)[2], and surveys to assess the socio-economic impacts of COVID-19 in Sri Lanka and India in 2021[3]. This research has allowed the Client to gain deep insight into these markets and make positive contributions to the policy processes and discourse. Further, the Client has conducted several qualitative studies on marginalized communities, digital rights, inclusive agriculture.

Building on its existing work on social safety nets[4] and poverty and wealth mapping[5], the Client is undertaking a study to understand the process and challenges of social safety net in Sri Lanka. ("The Study").

The Study involves the collection of qualitative data from 1) key stakeholders in the public sector and 2) general population in selected districts in Sri Lanka. The sampling method that will be used for the Study is expected to capture capable of capturing multiple socio-economic strata and public sector stakeholders in the country. This RFP relates to this collection of qualitative data ("the Study").

2.2 THE NEED

Sri Lanka, while recovering from the COVID-19 crisis has moved an even greater economic crisis. The country is now seeing widespread poverty with the United Nations reporting that 5.7 million people (a quarter of the population) needed urgent humanitarian assistance in June 2022. It has also seen steep inflation (45.3% year on year in May 2022), driven by the rapid depreciation in the Sri Lankan rupee along with shortsighted policy measures‒ food inflation was even higher at 58%. Fuel and gas shortages have compounded the issue, with the former also contributing to unemployment and income loss. A food security crisis is thus ensuing with over 70% of households reducing food consumption, including by skipping meals, the United Nations reports. This has created an immediate need for ensuring that social safety nets are in place to safeguard the most vulnerable. Sri Lanka has over 30 different social protection programmes under multiple ministries. Yet, there has been a longstanding call for reform in this area. Inadequacy of benefits, lack of coordination amongst programmes and high administrative burdens, and leakages in the delivery of benefits are amongst the many challenges faced in these schemes.

2.3 OBJECTIVES OF THE STUDY

The specific objective of The Study (i.e., this consultancy) is to understand the process and challenges of social safety net in Sri Lanka. The objective will be achieved through a qualitative study, which will use a series of focus group discussions, in-depth interviews, structured observations and key informant interviews.
The detailed methodology is presented in Section 3.2.

The data collected will be used to:

- Understand service delivery mechanisms regarding social protection schemes, from both government and beneficiaries
- Understand the needs of the economically disadvantaged communities
- Inform policy based on robust qualitative evidence
- Support an integrated system to better manage the selection, administration, and payments to beneficiaries of the social protection programmes.

[1] See also www.lirneasia.net
[2] https://lirneasia.net/after-access
[3] https://lirneasia.net/covid
[4] https://lirneasia.net/category/themes/social-safety-nets/
[5] https://lirneasia.net/2020/01/mapping-poverty-and-wealth-an-alternative-socioeconomic-index-for-sri-lanka/

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. TARGET POPULATION AND DEFINITIONS

The study focuses on two types of respondents – those selected from the general population and those selected from varying levels of government.

The target populations (from the general public) of the Study are individuals those who are:

1. Below the poverty line
2. Impacted by economic crisis
3. Unemployed
4. Senior citizens
5. Persons with disabilities
6. With chronic-non communicable diseases
7. Widowers and widows
8. Caregivers/guardians of orphans
9. Pregnant mothers and lactating mothers

In addition, a wide range public sector stakeholders will be interviewed (see annex section 3.2.1.2 for more details)

Table 2. Definitions of the target population

Term	Definition
Below the poverty line	The official poverty line (minimum expenditure per person per month to fulfill the basic needs) at national level for April, 2022 is Rs. 6,966 in Sri Lanka[6]. This should include a mix of current and potential Samurdhi recipients.
Impacted by economic crisis	This includes those who lost jobs or reduced income due to pandemic and recent economic crisis
Unemployed	Persons who are seeking and available for work, but had no employment for a period of one month.
Senior citizens	Persons aged 60 years or older
Persons with disabilities	A person who was unable or limited in carrying out activities that he or she can do due to congenital or long term physical/mental disabilities. Short term difficulties due to temporary conditions should not be considered.
Persons with chronic-non communicable diseases	A person with a disease of long duration, generally slow in progression and not passed from person to person[7]
Widower and widows	A person who has lost his/her spouse by death and has not married again
Caregiver/ guardian Orphanage	A Person who is looking after Children whose parents are dead
Pregnant mothers	Pregnant mothers and lactating mothers who are registered with the Medical Officer of their respective Health Office
Parents/Guardians of scholarship recipients [below the poverty line]	Parents/Guardians of children from low income households receiving Grade 5 scholarship, G.C.E (A/L) Technology Scholarship, Sujatha Diyani Scholarship, Subhaga Scholarship

3.2. STUDY METHODOLOGY

The method proposed for the project (Client Methodology) is a qualitative method; which will use focus group discussions (FGDs), in-depth interviews (IDIs), structured observations and key informant interviews (KIIs) as data collection tools.

6 http://www.statistics.gov.lk/Poverty/StaticalInformation/PovertyIndicators-2019

7 https://bmcprimcare.biomedcentral.com/articles/10.1186/s12875-017-0692-3#:~:text=Chronic%20disease%20is%20defined%20by,person%20to%20person%20%5B1%5D.

3.2.1. Sample

3.2.1.1 Research participants from the general public for FGDs and IDIs
The proposed methodology covers 12 districts: Colombo, Gampaha, Kalutara, Jaffna, Kilinochchi, Monaragala, Badulla, Kandy, Nuwara Eliya, Hambanthota, Matara and Polonnaruwa in 6 provinces. In each district at least 2 FGDs and 9 IDIs should be conducted. The minimum number of research participants in FGDs and IDIs should be 250. All participants should be males and females over 21 years. Of these research participants about 60% should be direct beneficiaries of social welfare schemes (indicative list in Annex 4). There should be a fair representation of ethnicities in the selected sample and about 60% of the sample should represent rural sector. Estate sector representation should be approximately 10%. At least 50% of the research participants should be from SEC D and E.

3.2.1.2 Public sector stakeholders for KIIs
The proposed methodology suggests minimum 65 KIIs from the Government sector. The Government sector institutions, could include, central government agencies (e.g.: relevant Ministries, Departments, Institutes) or at a more localized institutions (e.g.: Grama Niladhari offices, Samurdhi banks, Divisional Secretariats, post offices). A majority of key informants should be selected from regional institutions in selected districts and be those who interact with social welfare recipients in some way – making payments, evaluating applications, verifying eligibility, providing supporting services, and so on.

3.2.1.3 Structured observation
The proposed methodology suggests minimum 20 structured observations in 12 districts mentioned in section 3.2.1.1. The observations should be carried out in natural settings and if required a short questionnaire can be used. Some of locations for observations are Post Offices, Samurdhi Banks, State Banks, Rural Banks, Grama Niladhari Offices, Samurdhi Niyamaka Offices and Maternal and Child Health Clinics where social welfare recipients interact with. The observations should be guided through pre-determined categories agreed by the Client.

3.2.2. Contingency plan / alternative method of conducting the fieldwork in the case of unexpected disruptions to fieldwork due to potential further lockdowns and resurgence of COVID-19 cases.
The Bidder must discuss the contingency plans for unexpected disruptions to fieldwork or other situations preventing fieldwork (i.e., face-to-face data collection) from being conducted after fieldwork has already commenced. This includes the possibility of further government-imposed lockdowns, significant surges in the spread of COVID-19 or other restrictions where the Client and Consultant mutually agree to stop/pause field work. The Bidder should discuss how the remaining sample can be achieved, until data saturation. The Bidder must discuss the implications on timelines, discussion guide content and the cost of this methodology in the proposal as well. This, along with other relevant factors should be discussed as "Methodology B" in the relevant section in the technical proposal document.

3.3. TASKS
This section details the tasks that would be expected of the Consultant selected for the Study.

3.3.1. Study and sample design and method
a) Consultant shall work closely with the Client to design the sample framework that has been outlined in Section 3.2.1
b) The Consultant shall provide a finalized fieldwork schedule along with location details to the Client as early as possible.

3.3.2. Research Instrument Finalization
a) Research Instruments (Discussion guides, recruitment questionnaire, consent forms, structured observation check list etc.) should be prepared by the Consultant for the study. The screening questionnaire includes questions to assess the household income/expenditure, SEC, and receipt of different social welfare schemes. The Consultant shall work with the Client to localize the Research Instruments.
b) The translated discussion guides shall be pilot-tested with 3 IDI participants, 3 FGDs in both urban, rural & estate locations, ensuring a range of income/socioeconomic groups are also covered. Further, the pilot test

should include 3 KIIs. The pilot interviews shall be conducted at an appropriate point in time to be determined by the Consultant.

c) The Consultant is expected to prepare an Inception Report upon the conclusion of the pilot tests; on how the Research Instruments are working and indicating what changes are required. (See Section 3.5 for more details on the Inception Report).

3.3.3. Collection and Processing of Data

a) The Consultant will recruit qualified respondents and administer the Research Instruments in local languages and dialects.

b) Data collection should be undertaken through face-to-face interviews with the relevant respondents in the respective local language/s and dialects in each geographical area as appropriate.

c) Discussion venues should be accessible for respondents, including persons with disabilities and senior citizens.

d) The Consultant shall be expected to obtain consent from the key informants to conduct interviews. The Client will assist through the provision of written request letter/letters of support for the Study if necessary, but the Consultant shall hold primary responsibility for obtaining necessary consent. In this regard, the expected time taken for this process should be incorporated into the timeline that the Consultant provides. Any concerns on this or anticipated problems should be clearly stated by Bidders in their proposals.

e) The discussions shall be conducted in local language by Moderator/s, who have undergone training in Basic Code of conduct of Field Personnel, discussion moderation according to the Research Instruments, health and safety guidelines on how to conduct a study safely during a pandemic.

f) The total discussion time is expected to last one to one and half hours for IDIs and FGDs.

g) The Consultant holds the responsibility in adhering to the privacy requirements in the ethics of the research, taking and sharing photographs, and handling respondent identification and contact information.

h) Prior to the commencement of a discussion, the participants shall be informed of the items listed under Condition 6 in the General Contract (See Annex 3 for template contract), with written consent obtained from the respondent to (1) proceed with the discussion; (2) be photographed [if applicable]; and (3) be contacted again for further research/clarification of information. If the respondent is unable to physically sign the consent form for any reason, alternative methods of obtaining proof of consent may be discussed and used as long as the Client approves. Respondents who refuse to be photographed may still be in the discussions, provided consent to participate in the discussion is given (but no photographs may be taken).

i) During all stages of data collection, 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 them in writing**. Such deviations must be documented (with justifications) in the final Methodology Note (See Section 3.3.6).

j) The Consultant shall record (digitally) all the discussions (i.e. FGDs, IDIs and KIIs), upon research participant/s′ consent, otherwise detailed notes of the discussion/s should be prepared.

k) The Consultant shall not place the respondents' real name and respondent data together in the same file. Any record that contains their data (such as audio files, 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 participated in the 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.

3.3.4. Coordination

a) The Consultant core 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 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.

b) The Consultant's project leader assigned to the Study shall be a permanent employee of the firm leading the bid and handling contracting (i.e. of the Authorized Entity) and shall not be replaced or removed from this role for the entire duration of the Study without explicit authorization of the Client. This employee shall be the Client's primary contact person for the full duration of the Study.

c) The Consultant's Moderator/s assigned to the Study shall be permanent employees of the firm or part-time/freelancers, and shall not be replaced or removed from this role for the entire duration of the data collection, without informing the Client.

d) In the case where data collection is to be carried out by the Collaborating Entity, the Consultant shall coordinate the data collection with its 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 shall be the **single** point of contact for the Client.

e) The Consultant will work with the Collaborating Entity to quickly resolve any problems that arise.

f) The Consultant should keep the Client informed of the general progress on data collection at a minimum of weekly updates, daily during the fieldwork period.

g) The Client may accompany the Consultant's fieldwork team/s at any given moment at a location to be decided by the Client, with no more than 24 hour's notice, in order to conduct, monitor and supervise the data collection processes. The Consultant will be expected to provide logistic support and 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 proposal.

3.3.5. Data Analysis and Final report

a) The Consultant shall, perform data analysis using word to word English language transcripts. The Consultant shall use (1) framework analysis and/or (2) inductive thematic coding approach for data analysis. The Consultant should keep the Client informed on the framework/code list; which will be used for analysis.

b) The Consultant shall use data gathered from KIIs to develop the analytical framework/code list and to further strength the analysis appropriately.

c) The Consultant will be expected to make a presentation ("Top-line Presentation") based on the final report. The Top-line Presentation should be comprehensive and the contents of the Top-line Presentation will be worked out in advance, in consultation with the Client. The Consultant shall organize two days synthesis workshop to collectively discuss emerging themes of collected data which will be included in the final report. This report should take into account the synthesized findings of the whole study, and not be skewed towards one group of respondents or one geographic area. It is not only important to understand the general trends but also the outliers.

d) Once the signed consent forms, Datasets (transcripts, photographs, audio files etc.), Top-line Presentation and Final report has been handed over to the Client, 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.

3.3.6. Methodology Note

a) After the completion of fieldwork, a detailed write-up of the research methodology (including analytical approach) that was implemented shall be provided by the Consultant (“Methodology Note”). All primary data [e.g. audio recordings of the discussions, word to word Sinhala/Tamil/English transcripts, translated transcripts (Sinhala/Tamil to English) observation notes and photographs) should be provided here. A section on the health and safety measures taken due to COVID-19 pandemic should also be available on the methodology note.

b) 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.

3.4. HEALTH AND SAFETY PRECAUTIONS AND PROCEDURES

Since this survey will take place while COVID-19 health risks still exist, it is imperative that the Consultant follow all health and safety guidelines issued by the government and local authorities (at a minimum) **throughout the project duration, i.e., through all activities.** Proposals by the Bidders should contain detailed information about all the health and safety precautions being deployed for the protection of employees, field staff, respondents as well as any other relevant groups. These will be considered during the proposal evaluation by the Client, with specific weightage given to this criteria (see Table 1).

3.5. DELIVERABLES

The following deliverables shall be made as part of the contract:

1. Consent form template in local languages
2. Transcripts of the pilot tests
3. One day meeting to discuss pilot test findings (All moderators of the pilot discussions should take part in this meeting organized by the Consultant. This should be an in-person meeting, but with options to join remotely).
4. Inception report
   This report should include findings from the pilot test, fieldwork plan, finalized research instruments, data analysis plan, list of Key Informants to be interviewed and consultants’ reflections on the pilot test. The report may be in the form of a Microsoft Powerpoint document.
5. Finalized Research Instruments (English and local language versions)
6. Signed consent forms from every research subject
7. A complete set of word-to-word local language transcripts in MS Word format
8. A complete set of translated transcripts (local language transcripts to English) in MS Word format. [Transcripts should be submitted with all discussion details (eg: type of protocol, location, date, sample category, name of the moderator) stated in each transcript. Unique IDs should be assigned each respondent when transcribing the records (eg: R1, R2…)]
9. Spreadsheet with respondent details including unique ID, an assigned pseudonym, and details collected through screening questionnaire
10. Spreadsheet with Key Informant details including Name, Designation, Ministry/Department/Institute
11. Field photographs
12. Structured observation notes
13. Audio recordings of discussions (If the recording is not available detailed notes from the discussion/interview should be shared)
14. Two days synthesis workshop (the Consultant should organize this meeting and the meeting agenda should be mutually agreed with the Client. This should be an in-person workshop, but with options to join remotely).
15. Top-line presentation
16. Final report (detailed MS Powerpoint report)
17. Methodology Note

3.6. TIMELINE & PAYMENT SCHEDULE

Bidders shall provide an estimated timeline for the Study with estimated completion dates, given in weeks from signing of the contract.

The ideal completion date for the Study (and all associated tasks and deliverables 1-10) shall be by 25th November 2022.

The following is the payment schedule for the Study.

Table 4. Payment schedule

Phase	**Deliverables/milestone**	**Ideal completion date based on current knowledge**	**Payment amount (% of contract value)**
	Signing of contract	1st of September 2022	40%
Phase 1:	1. Consent form template 2. Finalized recruitment questionnaire 3. One day meeting to discuss pilot test findings and content of the Inception Report 4. Inception Report 5. Transcripts of the pilot tests	21st of September 2022	10%
Phase 2:	6. A complete set of English language word to word transcripts 7. A complete set of word-to-word local language transcripts 8. Detailed notes from structured observations 9. Spreadsheet with respondents' details (IDI, FGD and KII participants) 10. Audio recordings of the discussions 11. Finalized Research Instruments (English and local language versions) 12. Field photographs 13. Signed consent forms 14. Two days synthesis meeting 15. Top-line presentation	11th of November 2022	20%
Phase 3:	16. Final report 17. Methodology Note	25th of November 2022	30%
Phase 4:	18. Assistance with queries on data and methodology	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.	

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 Client shall raise invoice only upon the Client approving a given deliverable(s).