

Request for Quotation
RFQ-J4ALL-N.2024.02
USAID/Serbia Justice for All Project
February 12, 2024

Development Professionals, Inc. requests a quote for the *Provision of services of a User Experience Survey Analyst*, as outlined below:

BACKGROUND

Development Professionals, Inc. (DPI), an international consulting company based in Arlington, Virginia, USA, is currently implementing the USAID/Serbia Justice for All Project. The Serbian Branch of DPI is operating in Serbia since 2017.

INSTRUCTIONS TO OFFERORS

With this RFQ, DPI is soliciting offers from a qualified consultant company, consortium or individual consultant to provide services for supporting the development and implementation of the methodology for collecting and processing data for a User Experience Survey to be conducted in selected courts in Serbia, as well as carrying out qualitative and quantitative analysis of the collected data. The specific requirements of the requested work are defined in “Technical Requirements” section of this document.

Offer Submission Deadline

Offers must be received no later than **March 1, 2024, until 16h Belgrade time**.

Submission of Offers

All offers must be submitted electronically to the following email address: imandic@serbiaJ4all.com

Please quote reference “*RFQ-J4ALL-N.2024.02 User Experience Survey Analyst*” in the subject of the email.

Questions and Clarifications

All questions and clarifications regarding this RFQ must be submitted in writing to imandic@serbiaJ4all.com no later than **February 22, 2024, 16:00 Belgrade time**. All correspondence must provide a reference to the RFQ number. Responses to the questions and clarifications will be published by DPI-Serbia by February 25, 2024, 16:00 Belgrade time. Questions and clarifications that may be of interest to other bidders will be circulated to all parties that submitted questions. **Phone calls to any staff members of the organization are strictly prohibited.**

Required Documentation

The offers must include the following:

- Duly filled and signed Annex 1: Bidder General Information or CV if individual consultant with list of references relevant for the assignment.
- Duly filled and signed Annex 2: Quotation Form.
- Track Record – list of clients or contractors for similar services within the last 3 years indicating description of contract scope, contract duration, contract value. The service provider’s previous experience in delivering similar services should be clearly demonstrated. The bidder should

provide names and contact information for up to three (3) entities that can provide feedback on the service provider's performance (reliability of service).

- Proposal with a detailed description of services offered to DPI-Serbia, number of personnel with required qualifications to be assigned for the provision of services required.

Source/Nationality/Origin

Only firms or individual consultants legally registered in the Republic of Serbia may submit an offer in response to this RFQ.

Quotations

Prices must be quoted per deliverable and the total amount should be presented for the fixed price contract. No taxes or fees are to be added. DPI is VAT-exempt, and **VAT shall not be included in the offered price**. Offers must clearly list all the items, indicate unit prices, quantities, and total price. Quotations must be expressed as fixed price, in USD. When calculating your financial offer, the offeror should include all anticipated costs for the assignment such as labor, travel, accommodation, and Defense Base Act insurance. Please be advised, DBA insurance is mandatory for all subcontractors at their expense. DBA insurance is 0.75% of labor costs.

Validity Period

Offers must be valid for a minimum of ninety (90) calendar days after the offer deadline.

Negotiations

It is expected that awards will be made based on submitted offers. However, DPI reserves the right to conduct negotiations and request clarifications prior to awarding the contract.

Basis for Award

The award will be made to an offeror whose offer is compliant with RFQ instructions and is evaluated as the most advantageous for DPI. DPI may request interviews with select bidders as part of the decision-making process.

Terms and Conditions

The award is subject to DPI's standard terms and conditions. Please note that DPI standard payment terms are via bank transfer, ten (10) days upon receipt of the complete documentation after acceptance of the deliverables. No advance payments are possible.

TECHICAL REQUIREMENTS

SCOPE OF TECHNICAL ASSISTANCE: USAID Justice for All (the Project) is a five-year activity designed to help the Government of Serbia solve people's legal problems and satisfy their justice needs by strengthening the justice system and service providers and guaranteeing the rule of law. Within the framework of the Project, DPI will support the Serbian justice system in improving the quality of court services by providing insight into justice seekers' priorities and root causes of dissatisfaction through a first User Experience Survey aimed at revealing which target groups experience justice problems, when and where they arise, and what solutions may exist to address them efficiently and effectively. To that end, the Project will conduct the survey in select basic courts in Serbia and analyze all collected data on justice and legal services users' views on the pillars of procedural justice (voice, respect, neutrality, and trustworthiness) both qualitatively and quantitatively. Together with findings from earlier assessments on legal needs and justice journeys carried out by the Project in its initial stages, survey findings will serve to identify priority improvements in the selected courts and help those courts design, implement, and continually enhance best practices and procedures for improving access to justice, particularly for underserved groups.

RESPONSIBILITIES AND TASKS:

Specific responsibilities and tasks will include the following:

- Desk review of documents relevant for the assignment, provided by the Project team;
- Review of the draft User Experience Survey questionnaire developed by the Project team;
- Develop draft methodology for data collection, for both face-to-face and online data collection;
- Develop the database for collected data;
- Participate at meetings with the Project team and partners to discuss all stages of the methodology and database development process;
- Training on data collection, accessing the database, data entering and coding for the Project team members who will enter data into the database;
- Conduct weekly quality control of data entering;
- Provide hands-on support to the Project team throughout the data collection process;
- Upon completion of data collection process, conduct qualitative and quantitative analysis of collected data according to agreed upon criteria;
- Develop a draft report including the survey methodology, statistical analysis, and narrative explanation of statistical data;
- Participate at meetings with the Project team to discuss the draft report findings and conclusions;
- Develop a final version of the report upon receiving feedback from the Project team.

Expected Deliverables

The successful offer must provide the following deliverables:

- Comments on draft User Experience Survey questionnaire drafted by the Project team;
- Draft methodology for User Experience Survey data collection, for both face-to-face and online data collection;
- Final methodology for User Experience Survey data collection, for both face-to-face and online data collection, based on Project and partner input
- Development of a database for collected data;
- Training session on data collection, accessing the database, data entering and coding for the Project team members who will enter data into the database;
- Draft report with the qualitative and quantitative analysis of the collected data for Project and partner input;
- Final report with the qualitative and quantitative analysis of the collected data, upon receiving feedback from the Project team and partners on the draft report.

Acceptance requirements: Project component leader for Objective 2 will be in charge of acceptance of the technical deliverables described above. Upon her written acceptance in DPI standard form, payments per deliverables will be implemented by the finance department.

Eligibility Criteria

Successful offerors must:

- Present Annex 1 and Annex 2 duly filled and signed as part of the application.
- Submit an offer in response to this RFQ before the mentioned deadline.
- Have at least 5 years of general professional experience with statistical analyses and surveys. Knowledge of and experience in social sciences statistical reporting. Extensive work experience in analytical work, developing various statistical methodologies and related analyses. Specific experience working with public institutions, state bodies and agencies. Prior experience working with donor-funded projects would be considered an asset.

Selection Criteria

The DPI Serbia will rely on the following factors as a basis of selection of the Bidder:

- ✓ Qualifications.
- ✓ Quality of the proposal and overall proposed solution.
- ✓ Response time for urgent matters that impede the work of DPI Serbia as a whole.
- ✓ Response time for all matters that do not fit into the "urgent matters."
- ✓ Rates for services and deliverables submitted by the Bidder.

Annex 1: Bidder General Information

We, the undersigned, hereby offer to provide the services listed in conformity with the Technical Specifications and requirements of DPI Serbia as per **Request for Quotation RFQ-J4ALL-N.2024.02**

Company/Consultant Name(s):	
Postal Address and Phone No:	
E-mail Address:	
Experience (yrs.):	
Previous Clients:	
Name and Title:	
Signature and Date:	

Annex 2: Quotation Form

We, the undersigned, hereby offer to provide the services listed in conformity with the Technical Specifications and requirements of DPI Serbia as per **Request for Quotation RFQ-J4ALL-N.2024.02**

All costs shall be expressed in USD without VAT

Deliverable	Fee per deliverable (including labor and DBA insurance)	Travel-related costs for bidder (hotel and per diem)	Other costs (Specify)	Total Cost of Deliverable
Comments on draft User Experience Survey questionnaire drafted by the Project team				
Draft methodology for User Experience Survey data collection, for both face-to-face and online data collection				
Final methodology for User Experience Survey data collection, for both face-to-face and online data collection, based on Project and partner input				
Development of a database for collected data				
Training session on data collection, accessing the database, data entering and coding for the Project team members who will enter data into the database				
Draft report with the qualitative and quantitative analysis of the collected data				
Final report with the qualitative and quantitative analysis of the collected data, upon receiving				

feedback from the Project team and partners on the draft report				
Total Bid Cost				

Authorized Signature: _____

Name & Title of Signatory: _____

Date: _____