

IPA Global Office

Request For Proposals (RFP)

No. IPA/RFP/CP/002/2025

RFP for Data Collection Services for Consumer Protection Surveys in
Bangladesh, India, Pakistan, Ethiopia, and Indonesia

Issue Date: 20th March 2025

NOTICE: This RFP and any amendments to this solicitation will be issued and posted on IPA's website.

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Synopsis of the RFP

RFP No.	IPA/RFP/CP/002/2025
Issue Date	Thursday, March 20, 2025
Title	RFP for Data Collection Services for Consumer Protection Surveys in Bangladesh, India, Pakistan, Ethiopia, and Indonesia
Issuing Office	Innovations for Poverty Action 1701 Rhode Island Ave NW, 3rd Floor Washington, DC 20036
Bidders' Conference	A Pre-Proposal Bidders' Conference is scheduled for Friday, March 28, 2025 , as an online Zoom meeting. Here is the link. The meeting will begin at 8:00 AM Eastern Time (ET) to accommodate different time zones.
Deadline for Receipt of Questions	Tuesday, April 01, 2025 at 8:00 AM Eastern Time (ET)
Point of Contact for Questions	Send your questions to; global-procurement@poverty-action.org and include the RFP number for easy reference. Responses to questions or clarifications will be shared within 48 hours after the clarification window closes.
Deadline for Receipt of Proposals	Friday, April 11, 2025 at 8:00 AM Eastern Time (ET)
Proposal Submission Address	Proposals must be submitted ONLY to; global-proposals@poverty-action.org, please include the RFP number in the subject line.
Anticipated Award Type	Firm Fixed Price Sub-contract
Basis for Award	The award will be issued to the responsible and reasonable offeror who provides the best value to IPA and its client using a combination of technical and cost/price factors.

1. Introduction and Purpose

1.1 Purpose

IPA Global Office, invites qualified offerors to submit proposals for Provision of Data Collection Services for Consumer Protection Surveys in Bangladesh, India, Pakistan, Ethiopia, and Indonesia in support of program implementation.

1.2 Issuing Office

The Issuing Office and Contact Person noted in the above synopsis is the sole point of contact at IPA for purposes of this RFP. Any prospective offeror who fails to register their interest with this office assumes complete responsibility in the event that they do not receive direct communications (amendments, answers to questions, etc.) prior to the closing date.

1.3 Type of Award Anticipated

This Request for Proposals (RFP) for Data Collection Services covers five countries and is divided into the following **Lots**:

- **Lot 1:** Bangladesh
- **Lot 2:** India
- **Lot 3:** Pakistan
- **Lot 4:** Ethiopia
- **Lot 5:** Indonesia

Interested offerors may apply for one or more Lots, provided they have the required technical expertise and capacity to carry out the work in the specified regions.

IPA intends to award contracts separately for each Lot.

IPA anticipates awarding a Firm Fixed Price Subcontract is: An award for a total firm fixed price, for values more than \$150,000, for the provision of specific services, goods, or deliverables and is not adjusted if the actual costs are higher or lower than the fixed price amount. Offerors are expected to include all costs, direct and indirect, into their total proposed price. This award type is subject to change during the course of negotiations.

2. General Instructions to Offerors

2.1 General Instructions

“Offeror”, “Subcontractor”, and/or “Bidder” means a firm proposing the work under this RFP. “Offer” and/or “Proposal” means the package of documents the firm submits to propose the work.

Offerors wishing to respond to this RFP must submit proposals, in English, in accordance with the following instructions. Offerors are required to review all instructions and specifications contained in this RFP. Failure to do so will be at the Offeror’s risk. If the solicitation is amended, then all terms and conditions not modified in the amendment shall remain unchanged.

Issuance of this RFP in no way obligates IPA to award a subcontract or purchase order. Offerors will not be reimbursed for any costs associated with the preparation or submission of their proposal. IPA shall in no case be responsible for liable for these costs.

Proposals must be submitted by **Friday, April 11, 2025, at 8:00 AM Eastern Time (ET)** to global-proposals@poverty-action.org. The **RFP number and title** must be included in the email

subject line. **Late submissions will not be accepted**, except in extraordinary circumstances at IPA's discretion.

The submission of a proposal to IPA in response to this RFP will constitute an offer and indicates the Offeror's agreement to the terms and conditions in this RFP and any attachments hereto. IPA reserves the right not to evaluate a non-responsive or incomplete proposal.

2.2 Proposal Cover Letter

A cover letter shall be included with the proposal on the Offeror's company letterhead with a duly authorized signature and company stamp/seal using the [Proposal Cover Letter template](#) (see Attachments) for the format. The cover letter shall include the following items:

- The Offeror will certify a validity period of 90 days for the prices provided.
- Acknowledge the solicitation amendments received.

2.3 Questions regarding the RFP

Each Offeror is responsible for reading and complying with the terms and conditions of this RFP. Requests for clarification or additional information must be submitted in writing via email or in writing to the Issuing Office as specified in the Synopsis above. No questions will be answered by phone. Any verbal information received from an IPA employee or other entity shall not be considered as an official response to any question regarding this RFP.

Copies of questions and responses will be distributed in writing to all prospective bidders who are on record as having received this RFP after the submission date specified in the Synopsis above.

2.4 Pre-Proposal Bidders' Conference

A pre-proposal bidders' conference will be held online via Zoom on Friday, March 28, 2025, starting at 8:00 AM Eastern Time (ET). [Here is the access link.](#)

Information of interest to all prospective Offerors will be presented. While attendance at the pre-proposal conference is not mandatory, all interested prospective suppliers are encouraged to attend in order to prepare acceptable proposals. Questions asked at the Pre-Proposal Bidder's Conference, that would benefit all bidders, shall be provided in an amendment to the RFP.

3. Instructions for the Preparation of Technical Proposals

The SOW includes details on the requirements of this exercise. The Offeror shall showcase understanding of the SoW and provide a comprehensive approach with a detailed workplan to undertake the exercise aligned with stipulated timelines provided in section 9 of this document. Generally, the proposal must include:

Technical proposals shall include the following contents:

1. Technical Approach – A comprehensive and well-documented technical approach demonstrating a clear understanding of the Scope of Work. The proposal must outline the methodology and strategy to ensure timely and high-quality performance.
2. Management approach / Personnel Experience – Detailed Description of the Offeror's staff assigned to the activity. The proposal should describe how the proposed team members have the necessary experience and capabilities to carry out the Technical Approach.
3. Past Performance – Assessment of the Offeror's experience in handling similar projects and their ability to deliver results based on past assignments. The information shall be supplied as a table ([template provided in Attachments](#)) and shall include the legal name and address of the organization for which services were performed, a description of work performed, the duration of the work and the value of the contract, description of any problems encountered and

how it was resolved, and a current contact phone number of a responsible and knowledgeable representative of the organization. See Attachments.

3.1 Services Specified

For this RFP, IPA is in need of the services described in Attachment: Scope of Work.

4. Instructions for the Preparation of Cost/Price Proposals

4.1 Cost/Price Proposals

Provided in the Attachments section of this RFP is a template for the [Price Schedule for firm-fixed price awards](#). For cost-reimbursable or time-and-material awards, the offeror shall provide a fully detailed budget. Offerors must complete the provided template or use their preferred template, ensuring itemized costs are included wherever possible with a detailed breakdown. Any required payment terms must be specified in the cost proposal.

It is important to note that where applicable Value Added Tax (VAT) shall be included on a separate line. The Subcontractor is responsible for all applicable taxes and fees, as prescribed under the applicable laws for income, compensation, permits, licenses, and other taxes and fees due as required.

5. Basis of Award

5.1 Evaluation Criteria

Each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated in the table below.

Evaluation Criteria	Evaluation Sub-criteria (if needed)	Maximum Points
Technical Approach	<p>Overall compliance with the SOW. Assessment of the methodology, feasibility, and data management strategy to ensure timely and high-quality execution.</p> <p>Data Management Capabilities (15 Marks)</p> <ul style="list-style-type: none"> ● Clear data management plan ensuring high-quality collection, security, and compliance with IPA standards. ● Implementation of real-time data validation, cleaning, and security measures. <p>Work Plan Adequacy (15 Marks)</p> <ul style="list-style-type: none"> ● Detailed, realistic work plan outlining key activities, sequencing, and deliverables. ● Feasible approach to pilot testing, full data collection, and quality assurance. <p>Timeliness (10 Marks)</p> <ul style="list-style-type: none"> ● Ability to meet project timelines and manage potential risks (e.g., holidays, security issues). ● Scalability for adjustments in project scope. 	40

<p>Management Approach or Personnel Qualifications</p>	<p>Evaluation of the Offeror’s team expertise and capacity to execute the project effectively.</p> <p>Team Qualifications (15 Marks)</p> <ul style="list-style-type: none"> ● CVs demonstrating relevant experience in large-scale surveys in target countries. ● Expertise in data collection, quality control, and ethical research practices. <p>Management & Coordination (10 Marks)</p> <ul style="list-style-type: none"> ● Strong organizational structure, clear roles, and defined reporting lines. ● Effective coordination with IPA teams and field staff. 	<p>25</p>
<p>Corporate Capabilities or Past Performance</p>	<p>Review of relevant experience and past success in similar assignments.</p> <p>Relevant Experience (10 Marks)</p> <ul style="list-style-type: none"> ● Proven track record in similar survey projects, preferably for NGOs or development organizations. ● List of at least three (3) past contracts, including scope, value, and client details. <p>Client References (5 Marks)</p> <ul style="list-style-type: none"> ● References from past clients, preferably from the development sector. 	<p>15</p>
<p>Cost</p>	<p>Budget Realism & Justification (10 Marks)</p> <ul style="list-style-type: none"> ● Itemized cost breakdown with clear justifications. ● Competitive, transparent pricing with no hidden costs. <p>Cost Efficiency (10 Marks)</p> <ul style="list-style-type: none"> ● Cost-effectiveness without compromising quality. ● Strategies for optimizing resources while maintaining high standards. 	<p>20</p>
Total		<p>100</p>

5.2 Proposal Submission Format

This RFP for Data Collection Services covers five different countries and is divided into five Lots:

- **Lot 1:** Bangladesh
- **Lot 2:** India
- **Lot 3:** Pakistan
- **Lot 4:** Ethiopia
- **Lot 5:** Indonesia

Offerors may apply for one or more Lots, provided they have the necessary technical experience and capability to perform work in the specified geographical regions.

Offerors must clearly indicate in the email subject line which specific Lot(s) they are applying for and submit **separate "Lot-Specific Information" documentation for each submission**. For example, if you are submitting only for Lot one, your email subject should be RE: IPA/RFP/CP/002/2025_Lot1

To facilitate the evaluation process by the Evaluation Committee, Offerors are strongly encouraged to submit their proposals in the following format:

Cover Letter

- Include a concise cover letter introducing your proposal. Use the provided template.

i. Introduction / Business Profile

- Provide an overview of your organization, its history, and relevant experience.

ii. Statutory and Compliance Documents

- Include essential documents such as business registration, tax documents, and any other relevant compliance documents.

iii. Technical Proposal

- Refer to Section 3 for detailed instructions on preparing the technical proposal.
- Ensure to provide all necessary supporting documentation and attachments as required in the Evaluation Criteria.

iv. Cost / Price Proposal

- Include detailed cost/price information as outlined in Section 4.
- Should be realistic and acceptable.

v. Implementation Timelines / Gantt Chart (if applicable)

- Include timelines or Gantt charts outlining project implementation schedules if relevant to your proposal.

vi. Any Other Pertinent Information

- Include any additional information that you believe is essential to your proposal.

Please adhere to this format to ensure a structured and comprehensive submission that will aid in the evaluation process.

5.3 Best Value Determination

IPA will review all proposals and make an award based on the technical and cost evaluation criteria stated above and select the offeror whose proposal provides the best value to IPA. IPA may also exclude an offer from consideration if it determines that an Offeror is "not responsible", i.e., that it does not have the management and financial capabilities required to perform the work required.

IPA may award to an Offeror without discussions. Therefore, the initial offer **must contain the Offeror's best price and technical terms.**

5.4 Responsibility Determination

IPA will not enter into any type of agreement with an Offeror before ensuring their responsibility. When assessing an Offeror's responsibility, the following factors will be considered:

1. Possession of the required business licenses.
2. Adequate financial resources to perform the work or deliver goods, or the ability to obtain financial resources without requiring advance funds from IPA.
3. Ability to meet required or proposed delivery and performance schedules.
4. A satisfactory past performance record.
5. A record of integrity, business ethics, and compliance with labor and tax obligations in the countries where they operate.
6. The necessary organization, experience, accounting and operational controls, and technical skills.
7. Financial Stability: The Offeror must be financially stable and not undergoing bankruptcy or insolvency proceedings.
8. Legal and Ethical Compliance: The Offeror must have a clean legal record, with no history of illegal, corrupt, or unprofessional activities, including grave professional misconduct.
9. Accuracy and Transparency: The Offeror must provide truthful and accurate information, without any history of serious misrepresentation.
10. Anti-Bribery and Anti-Corruption Compliance: The Offeror must adhere to anti-bribery and anti-corruption policies, including those outlined in the Mercy Corps Anti-Bribery or Anti-Corruption Statement.
11. Eligibility for Participation: The Offeror must not be subject to any sanctions or disqualifications from participation by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

5.5 Additional Due Diligence

Upon completing the evaluation process, IPA may choose to engage in additional due diligence processes with a particular vendor or vendors without notifying the bidder.

The purpose of this process is to ensure that IPA engages with reputable, ethical, and responsible vendors with solid financials and the ability to fulfill the contract. Additional due diligence may include, but is not limited to, the following processes:

- Reference checks
- Verification of whether the firm has been barred by any organization or is on any anti-terrorist checklist

5.6 Bidders' Presentations

At the discretion of IPA, selected Offeror(s) may be invited to supply additional information on the contents of their proposal during the evaluation period. Such Offerors could be asked to give a presentation of their proposal (possibly with an emphasis on a topic of IPA's choice) followed by a question-and-answer session.

If IPA determines that there is such a need, it will be conducted virtually. All necessary information will be shared well in advance, giving offerors ample time to prepare.

NOTE: Presentations or other individual contact is expressly prohibited before the closing date for proposal submission.

6. Anticipated post-award Deliverables

Upon award of a subcontract, the deliverables and deadlines detailed in below table will be submitted to IPA. The Offeror should detail proposed costs per deliverable in the Price Schedule. Deliverables must be submitted to and approved by IPA before payment will be processed.

No.	Description	Due Date
1	Field officer and supervisor profiles	30 days prior to commencement of data collection
	Translated and back-translated survey instruments.	
	Selected market lists for data collection	
	Research permits/approvals	
	A pre-implementation (start-up) report, detailing a plan for data quality assurance, data security, survey/field implementation, and training agenda	
	A backcheck randomization plan, as part of the start-up report	
2	Output report from daily high-frequency-checks which are compiled and shared with IPA on a twice-weekly basis.	Within 40 days from the commencement of data collection

No.	Description	Due Date
3	Both a clean dataset and a raw, uncleaned dataset stripped of all personally identifiable information (PII), including names; phone numbers used for respondent gifts and backchecking; and GPS coordinates of survey locations. The clean dataset should include a clear explanation of all modifications made which should include renaming and dropping variables, translation verbatim responses into English where applicable, and adding unique identifiers. The raw dataset should undergo only basic processing to remove PII.	Within 20 days following the completion of data collection
	A final, post-implementation report, detailing the field work	

7. Inspection & Acceptance

The designated IPA staff will inspect from time to time the services being performed to determine whether the activities are being performed in a satisfactory manner, and that all equipment or supplies are of acceptable quality and standards. The subcontractor shall be responsible for any countermeasures or corrective action, within the scope of this RFP, which may be required by the IPA Country Director/Representative as a result of such inspection.

8. Compliance with Terms and Conditions

8.1 General Terms and Conditions

Offerors agree to comply with the general terms and conditions for an award resulting from this RFP. The selected Offeror shall comply with all Terms and Conditions listed in the accompanying [Attachment](#).

9. Procurement Ethics

Neither payment nor preference shall be made by either the Offeror, or by any IPA staff, in an attempt to affect the results of the award. IPA treats all reports of possible fraud/abuse very seriously. Acts of fraud or corruption will not be tolerated, and IPA employees and/or subcontractors/grantees/vendors who engage in such activities will face serious consequences. Any such practice constitutes an unethical, illegal, and corrupt practice and either the Offeror or the IPA staff may report violations to the Toll-Free Ethics and Compliance Anonymous Hotline at +1 844 837 5445. IPA ensures anonymity and an unbiased, serious review and treatment of the information provided. Such practice may result in the cancellation of the procurement and disqualification of the Offeror's participation in this, and future, procurements.

By submitting an offeror, Offerors certify that they have not/will not attempt to bribe or make any payments to IPA employees in return for preference, nor have any payments with Terrorists, or groups supporting Terrorists, been attempted.

10. Attachments

10.1 Scope of Work for Services

1. Overview

1.1 Background

Markets for consumer financial services are growing and evolving rapidly in low- and middle-income countries (LMICs). Digital technologies and platforms are fueling significant transformations to products, distribution, and business processes for financial services. Increased financial inclusion comes with many benefits, including the potential to reduce poverty and improve the welfare of users. However, the rapid growth of digital financial services (DFS) comes with risks to consumers, including high and hidden costs, over-indebtedness, agent misconduct, inadequate redress mechanisms, fraud, and disparate impacts on disadvantaged groups.

To measure the scope and prevalence of consumer protection risks associated with DFS usage, IPA will launch a series of consumer protection surveys across a fixed set of 10 selected countries in Africa and Asia: Bangladesh, Ethiopia, India, Indonesia, Kenya, Nigeria, Pakistan, the Philippines, Tanzania, and Uganda. These countries have been pre-determined and are not subject to change. The survey will ask DFS consumers questions about their usage of these services, exposure to risks, their experiences with complaint resolution, levels of trust, financial literacy, and overall financial health.

Out of these 10 fixed countries, IPA has Country Offices (COs) in five, while the remaining are classified as Out-of-Country Office (OCO) countries. Consequently, IPA will require the services of an international survey firm with a presence in the OCO countries: Bangladesh, India, Pakistan, Ethiopia, and Indonesia. The selected firm must be capable of overseeing in-person data collection across multiple rural and urban localities within these countries, with the flexibility to pivot to remote data collection if unforeseen circumstances arise

1.2 Scope

The selected firm will conduct consumer protection surveys with DFS users in Bangladesh, India, Pakistan, Ethiopia, and Indonesia. The survey aims to understand DFS usage patterns and associated challenges, with equal representation across gender and urbanicity. This scope of work covers two components: initial piloting and full data collection. Proposals should clearly separate activities and costs between these two components. IPA will reserve the right to terminate the contract conditional on performance during the piloting stage.

Target Population: The target population in each country is limited to individuals aged 18 years or older who have actively engaged with at least one type of DFS (mobile banking, mobile money, digital credit/mobile loans, or credit cards - either physical or phone-based) within the past 12 months. Given the barriers women face in accessing and using DFS, the survey will maintain a strict 50/50 gender split.

Sample size: In each country, the full data collection survey will collect data from 1,000 respondents through in-person consumer intercept surveys, with each survey taking approximately 45-60 minutes to complete. For piloting 60 respondents will be interviewed.

Geographic Coverage: The geographic scope in each country is confined to four regions, with sample evenly split between urban and rural areas. Urban coverage includes the two largest cities by population, while rural coverage comprises two non-adjacent regions with below-median population density. The rural regions will be at the administrative level that has the closest to 100 units in the country. IPA will share a list of identified administrative units with the survey firm for review. Following the survey firm's review, the firm will provide IPA with a list of geographical areas to exclude from the identified administrative units due to practical reasons or security concerns. IPA will then remove these areas from consideration and randomly select the final units which will constitute the rural regions where data collection will take place. .

Survey Implementation: Within these regions in each country, the survey will be conducted across 40 markets (10 markets in each region) where banking and mobile money agents are concentrated. These markets are typically locations where food, clothing, and other goods are sold. The survey will collect 25 responses per market to achieve the 1,000-respondent target. Surveys will be conducted through an intercept method, where enumerators locate themselves within the market and invite shoppers passing by to complete a survey. In urban areas, markets will be selected in coordination between the Firm and IPA, ensuring that diverse locations across each city are selected. In rural locations, IPA will provide the Firm with randomly selected geocoordinates and the Firm will identify the nearest market to each of these coordinates.

1.3 Objectives

The primary goal of this contract is to conduct a survey that will gather valuable insights into various aspects of DFS and consumer protection. The survey will focus on the demographic profile of respondents, usage patterns of DFS products, experiences with fraud, issues related to debt, interactions with DFS agents, pricing transparency and hidden fees, complaints and their resolution, as well as financial literacy and overall financial health.

The survey firm will be responsible for identifying target markets within the defined regions, piloting the survey, and conducting full data collection while ensuring high-quality data. The firm must deliver a clean, de-identified dataset to IPA. Additionally, the firm will oversee the translation of the survey into relevant languages to ensure accessibility for diverse respondents. Throughout the process, the firm must strictly adhere to local data protection regulations and maintain high-quality standards.

The results of this survey will serve as a foundation for engaging with local stakeholders, including regulators, financial institutions, and consumer organizations. The findings will contribute to ongoing discussions on consumer protection, inform regulatory approaches, and support improvements in the DFS sector.

2. Requirements

2.1 Tasks

The roles and responsibilities of the research organization will include but not be limited to the following:

- I. Staffing: The data collection firm will hire and employ enumerators and field supervisors, with high-level oversight by IPA.
- II. Local approvals: The data collection firm will be responsible for acquiring all the necessary in-country permits and approvals to conduct human subjects research within the selected countries.

- III. Data privacy: The survey firm will ensure compliance with the data protection laws of the selected countries. The firm will take all necessary precautions to prevent the unintended disclosure of sensitive data, including personally identifiable information (PII) collected during the study. The data collection firm will be responsible for designing and implementing data security protocols throughout the project's lifecycle to minimize the risks of data loss and protect the confidentiality of identifiable data.
- IV. Training: The data collection firm will be responsible for surveyor training.
- V. Data quality: with IPA's guidance, the data collection firm is required to comply with IPA's data quality and security protocols throughout data collection, cleaning, processing, and storage. The firm should conduct random spot checks during data collection, ensuring that all enumerators are spot-checked by the end of the first week of data collection. Additionally, the firm must administer a short version of the survey to a subset of respondents, comprising at least 10% of the total sample, randomly selected and stratified by region. This process, known as backchecking, will involve recontacting the selected respondents remotely to verify the accuracy and reliability of original responses. IPA will provide a short 15-minute version of the survey for re-administration. . Backchecks with a respondent will be done within 72 hours of the original survey, to comply with IPA IRB requirements. The firm will also be expected to conduct high-frequency checks: regular, automated data quality checks performed on a daily basis to identify and address potential data issues early. These checks should include logic checks to verify response consistency, outlier detection to flag extreme or unrealistic values, monitoring of enumerator performance for irregular patterns, and survey completeness checks to ensure key questions are not systematically skipped. The results of these high-frequency checks must be shared with IPA within 24 hours of data collection.
- VI. Market identification (sampling): The data collection firm will be responsible for identifying the specific markets to carry out the consumer intercept surveys with guidance and oversight from IPA.
- VII. IPA will schedule weekly calls to review progress updates from the firm and provide technical support as needed.
- VIII. Instrument development: IPA will develop all survey instruments and will manage and pay for CAPI software (SurveyCTO).
- IX. Survey tablets: The data collection firm will be responsible for procuring tablets compatible with SurveyCTO software.
- X. Translation: The data collection firm will be responsible for translating the developed instruments into the languages used in the selected regions for data collection. It will employ qualified translators and conduct back-translations to ensure quality.
- XI. Data cleaning: The survey firm will be responsible for thoroughly cleaning the collected data to ensure accuracy, consistency, and usability. At a minimum, this includes cleaning and translating verbatim/"other" responses, identifying and resolving inconsistent data points, removing duplicate entries, flagging and addressing any missing data where feasible. The final dataset must be fully cleaned, de-identified, and formatted according to IPA's specifications before submission.

2.2 Deliverables

The following deliverables are expected for both piloting and full data collection, for each country:

- I. Field officer and field supervisor profiles.
- II. Translated and back-translated survey instruments
- III. Research permits/approvals
- IV. Selected market lists for data collection

- V.A pre-implementation (start-up) report, detailing a plan for data quality assurance, data security, survey/field implementation, and training agenda. IPA will provide a report template and checklists.
- VI.A backcheck randomization plan, as part of the start-up report
- VII.A post-implementation (final) report, reporting on field work. IPA will provide a report template and checklists.
- VIII. Output report from daily high-frequency-checks which are compiled and shared with IPA on a twice-weekly basis. IPA will provide a template for the HFCs.
- IX. For each country, the firm must provide both a clean dataset and a raw, uncleaned dataset stripped of all personally identifiable information (PII), including names; phone numbers used for respondent gifts and backchecking; and GPS coordinates of survey locations. The clean dataset should include a clear explanation of all modifications made which should include renaming and dropping variables, translation verbatim responses into English where applicable, and adding identifiers. The raw dataset should undergo only basic processing to remove PII.

2.3 Schedule

Ideally, the survey firm is able to carry out data collection in all of these countries. Data collection should be sequenced across countries, completing one country per month. The specific order can be agreed upon with the survey firm if necessary but should take into account local holidays, weather seasons, and major public events such as elections, that may obstruct in-person survey work.

Country	Timeline Consumer Surveys
Bangladesh	September, 2025
Indonesia	October, 2025
Pakistan	November, 2025
India	January, 2026
Ethiopia	February, 2026

2.4 Assumptions

	Initial pilot	Consumer Protection Surveys
Survey type		
Type of data - quantitative / qualitative	quantitative	quantitative
Interview type - by phone / in person	in person	in person
Data collection method - electronic / paper	electronic	electronic
Sample size and survey duration		

# of villages / communities / other notes about sampling	1 urban market 1 rural market	20 urban markets (in 2 biggest cities) 20 rural markets (clustered in 2 regions)
Total sample size	60	1000
Questionnaire length (# minutes)	45-60	45-60
Daily productivity (# surveys) per surveyor	4	4
Piloting & Training		
Classroom training days	2	3
# days of "field" training / # days of false launch		1

10.2 Proposal Cover Letter

[On Firm's Letterhead]

<Insert date>

TO: Innovations for Poverty Action

[Address]

We, the undersigned, provide the attached proposal in accordance with **RFP-(insert number)**. issued on (**Insert date**). Our attached proposal is for the total price of (**Sum in Words**).

I certify a validity period of (**enter number**) days for the prices provided in the attached Price Schedule/Bill of Quantities. Our proposal shall be binding upon us subject to the modifications resulting from any discussions.

We understand that IPA is not bound to accept any proposal it receives.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Telephone:

Email:

10.3 Price Schedule

Item Number	Description/Specifications	Quantity	Unit Price	Total Price
1	(enter additional lines as needed)			
2				
3				
GRAND TOTAL IN (USD).				

NOTE: Value Added Tax (VAT) and any other applicable services or income taxes shall be included on a separate line. The Subcontractor is responsible for remitting all applicable taxes and fees, as prescribed under the applicable laws for income, compensation, permits, licenses, and other taxes and fees due as required to the Government

This RFP for Data Collection Services covers five different countries and is divided into five Lots:

- **Lot 1:** Bangladesh
- **Lot 2:** India
- **Lot 3:** Pakistan
- **Lot 4:** Ethiopia
- **Lot 5:** Indonesia

Offerors may apply for one or more Lots, provided they have the necessary technical experience and capability to perform work in the specified geographical regions.

Offerors must clearly indicate in the email subject line which specific Lot(s) they are applying for and submit **separate "Lot-Specific Information" documentation for each submission**. For example, if you are submitting only for Lot one, your email subject should be RE: IPA/RFP/CP/002/2025_Lot1

10.4 Past Performance Form

Include projects that best illustrate your work experience relevant to this RFP, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years. Projects undertaken in the past six years may be taken into consideration at the discretion of the evaluation committee.

#	Description of Activities	Location Province/ District	Client Name/Tel No/ email address	Cost	Start-End Dates	Complete d on schedule (Yes/No)	Completion Letter Received? (Yes/No)	Type of Agreement (fixed price, cost reimbursable)
1								
2								
3								
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10.5 Terms and Conditions

- a) The Request for Proposal is not and shall not be considered an offer by IPA.
- b) All responses must be received on or before the date and time indicated on the RFP.
- c) All proposals will be considered binding offers. Prices proposed must be valid for entire period provided by respondent.
- d) All awards will be subject to IPA contractual terms and conditions and contingent on the availability of donor funding.
- e) IPA reserves the right to accept or reject any proposal or cancel the solicitation process at any time and shall have no liability to the proposing organizations submitting proposals for such rejection or cancellation of the request for proposals.
- f) IPA reserves the right to accept all or part of the proposal when award is provided.
- g) IPA shall solely own all intellectual property (e.g. datasets, material, etc.) created under the resulting award.
- h) All information provided by IPA in this RFP is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. IPA is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
- i) IPA reserves the right to require any bidder to enter into a non-disclosure agreement.
- j) The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of IPA, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.