

Request for Proposal (RFP)

Citizen Satisfaction Survey in 38 municipalities in Kosovo

Helvetas Kosovo invites interested parties to provide services as described below.

1. Contract description

The Decentralisation and Municipal Support project (DEMOS) III has the following overall goal: "Improved performance of municipalities in governance, management and services contributing to increased citizens' satisfaction". The purpose of this RFP is to engage a company that will conduct Citizen Satisfaction Survey in all 38 municipalities in Kosovo based on the sample as described in the terms of reference (ToR).

The required services details are annexed in this document.

2. Timetable

	DATE	TIME - CET
Tender announcement	19.07.2023	-
Video call information session (if applicable)	N/A	N/A
Deadline for written enquiries to procurement.kosovo@helvetas.org	28.07.2023	16:00
Last date for Helvetas Kosovo to issue clarifications (clarifications can be found in the same link where the tender dossier was posted in Helvetas website)	31.07.2023	16:00
Deadline for submitting offers at procurement.kosovo@helvetas.org	09.08.2023	14:00

3. Nature of the contract

Service Contract.

4. Negotiations

Helvetas Kosovo reserves the right to enter into negotiations with all or part of eligible bidders in order to amend and/or complete their original offers.

Negotiations may concern the technical, financial, legal and other aspects of the contract.

5. Eligibility

Participation is open to all legal entities, registered in the Republic of Kosovo.

In case of services, consultants included in an offer cannot be part of other bidders' offer, in which case they will be excluded from the procedure without further evaluation.

Civil servants and persons elected or appointed in a public function are ineligible to participate as consultants in the tender procedure for this contract. Any offer containing any of such persons will be excluded from the procedure without further evaluation.

All eligible entities or groupings of such entities (consortia) may apply.

A consortium may be a permanent, legally established grouping or a grouping which has been constituted informally for a specific tender procedure. All members of a consortium (i.e. the leader and all other members) are liable to Helvetas Kosovo, while the leader takes the lead responsibility.

6. Costs for preparing offers

No costs incurred by the bidder in preparing and submitting the offers are reimbursable. Such costs fall under the responsibility of the bidder, including the costs incurred during negotiating and interviewing process.

7. Sub-contracting

Sub-contracting services to another legal person is not allowed.

8. Provisional commencement date of the contract

August 2023

9. Initial period of execution and possible extension of the contract

Goods/Services or works are to be provided between August 2023 – December 2023

10. Evaluation of offers¹

Each offer will be evaluated in accordance with the criteria and the weighting as detailed below. In the case of offers submitted by a consortium, these criteria will be applied to the consortium as a whole. The criteria for evaluation of goods/services or works will be examined in accordance with the requirements indicated in attachments.

The entire evaluation procedure is confidential. The Purchasing Panel (PP) decisions are collective and its deliberations are held in virtual session. The members of the PP are bound to secrecy. The evaluation reports and written records are for official use only and may be communicated neither to the bidders nor to any party other than Helvetas Kosovo.

10.1 Eligibility criteria

Only the companies that provide signed forms below will be processed for further evaluation:

- Eligibility Documentation Form (See ELIGIBILITY DOCUMENTATION part below) and
- Application Form (See PART 1 – APPLICATION PACKAGE part below)

¹ Eligibility, technical and financial criteria can be adapted as per nature of procurement.

10.2 Evaluation criteria of eligible offers

Criteria for evaluation of the Technical offer

Requirements	Documentary evidence
1. Proposed Team as specified in ToR (<i>Team Leader, Survey Data Compilation and Processing Expert and Researcher</i>)	CV(s) with documentary evidence proving the experience stated in the CV. The evidence refers to reference letters, contracts or other documentary evidence issued by the contracting authority.
2. The bidder has carried out in the course of the past 4 years (2019,2020,2021 and 2022) at least 3 projects in fields specified in Terms of Reference.	A list of projects according to template in PART 1 – Application package under Professional Capacity section, accompanied by documentary evidence for at least 3 projects relevant to the requirements of this tender. By documentary evidence, this refers to reference letters, reports, or other documentary evidence. Only documentary evidence found to be relevant for the tender's thematic fields will be considered.
3. Capability Statement and Methodology	Capability Statement document and proposed Methodology with Approach and Implementation Plan (including identification of potential risks and ways of mitigating them)

The bidders that pass the Technical evaluation (**min 50% of technical evaluation scoring**) will be processed for further evaluation.

Criteria for evaluation of the financial offer:

Requirements	Documentary evidence
Financial offer according to instructions in PART 2 of this document	Financial offer in EUR

The weighting of the criteria for evaluation of technical and financial offers are as follows:

Criteria	Max points
Technical offer*	70
Experience of the bidder	20
Capability Statement and proposed Methodology, Approach and Implementation Plan (including identification of potential risks and ways of mitigating them)	40
Proposed Team (CVs)	10
Financial offer	30
Total maximum score	100

*Evaluation of the offers will be done progressively, namely lower quality of elements of the technical offer and higher financial offer will receive less points from the maximum points presented in the table.

After evaluation of offers, Helvetas Kosovo reserves the right to enter into negotiations with all or part of eligible bidders in order to amend and/or complete their original offers.

Purchase order/Contract will be awarded to the economically most advantageous offer. The economically most advantageous offer is established by weighing technical quality against price on a 70/30 basis. Helvetas Kosovo reserves the right to purchase/contract only part of required services or cancel this tender procedure should it not be satisfied with the quality of offers.

In case of services, having selected an offer partly on the basis of evaluation of consultants presented in the offer, Helvetas Kosovo expects the contract to be executed by these specific consultants. However, additional consultants may be proposed/contracted during the implementation period.

11. Submission of offers

Offers must be submitted via email in electronic format only in two separate files using the standard forms provided by the Helvetas Kosovo (PART 1 and PART 2).

Technical offer shall contain:

1. **Signed Eligibility Documentation Form** – as per ELIGIBILITY DOCUMENTATION part below:
2. **Signed Application Form** – as per PART 1 – APPLICATION PACKAGE part below:
3. **Bidders have to supply the Technical Offer**, accompanied by the following documentation for the bidder:
 - Capability Statement as specified in ToR.
 - Methodology including implementation plan and timeframe as specified in ToR.
 - Proposed staff and their CV. Requirements specified in ToR.

The name of the file should have the bidder's name, Reference No: **HSI-090823D** and the text 'Technical offer documents' (for example **My Company name HSI-090823D technical offer documents**). and

Financial offer shall contain:

1. **Signed Financial Offer form** - as per PART 2 - Financial offer part below:

The Financial offer must be presented in Euros. The fees proposed in this offer should be all inclusive; the supplier/contractor will cover all costs to perform their tasks (e.g. office accommodation, transport, internet access and equipment, administrative and secretarial support, interpretation etc.). Helvetas Kosovo is exempt from VAT, thus the fees offered should be without VAT. The contractor is responsible for all other taxes and duties in compliance with the legislation of the Republic of Kosovo.

The name of the file should have the bidder's name, Reference No: HSI-07082023D and the text 'Financial offer documents' (for example **My Company HSI-090823D financial offer documents**).

The financial offer should be password protected². The bidders will be informed in advance once the evaluation date is confirmed so they can stay reachable on that date in order to provide the password. During the evaluation process the entitled purchasing panel member will call the bidder and ask for the passwords at the spot³. **The bidder should add the point of contact and the phone number when sending their offers by email.**

The subject of email should contain only the PRF reference number (*for example HSI-090823D*).

The body of the email should contain bidder's official name, address and telephone number.

Offers must be submitted in English language exclusively to the following email address: procurement.kosovo@helvetas.org.

Offers submitted after the deadline mentioned under point 2 Timetable of this RFP will not be considered. The counted official receipt time is the time showing on the email received from the bidder to procurement.kosovo@helvetas.org

12 Alteration or withdrawal of applications

Candidates may alter or withdraw their offers by written notification prior to the deadline for submission of tenders. No offer may be altered after this deadline.

Helvetas Kosovo retains ownership of all offers, which have not been withdrawn. Consequently, bidders do not have the right to have their offers returned to them.

13 Validity of offers

Bidders are bound by their tenders for 90 days after the deadline for submitting offers. In exceptional cases, before the period of validity expires, the Helvetas Kosovo may ask bidders to extend the period of validity for a specific number of days, which may not exceed 40.

14 Signature of the contract(s)

Within 10 days of receipt of the purchase order/ contract already signed by the Helvetas Kosovo, the selected bidder shall sign and date the contract. Failure of the selected bidder to comply with this requirement may constitute grounds for annulling the decision to award the contract. In this event, the Helvetas Kosovo may award the tender to another bidder or cancel the tender procedure.

15 Terms of payments

Helvetas Kosovo is not a payer of value added tax (VAT). Prices in the application must be submitted,

² Offers received without password will not be considered for evaluation.

³ If the bidder is not reachable on the phone during the evaluation process, the offers will not be considered for evaluation.

taking into account all expenses.

The payment will be made via bank account transfer to the winner of the tender in EUR within a maximum of 30 working days from the date of acceptance of goods or execution of services or works. Cases of non-performance of obligation and their legal consequences will be separately indicated in the contract.

16 Terms of cooperation

In the case of a contracting, the parties will have to perform according to the established time and in accordance with Helvetas Kosovo – Supplier purchase order or Helvetas Kosovo – Service provider contract. Helvetas Kosovo has the right to increase or decrease the number of ordered items. Helvetas Kosovo has the right to choose a supplier/ implementer on the given offer according to its own discretion. Helvetas Kosovo has the right to re-formulate the Request for Quotation (RFQ), Invitation to Bid (ITB) or Request for Proposal (RFP) to its own discretion, if any additional items are needed. In case of failure or non-compliance with contractual obligations, Helvetas Kosovo has a unilateral right to terminate the contract without incurring any legal obligation.

The Applicant has to be familiar with all instructions, forms and requirements mentioned in the RFQ, ITB or RFP documents. The responsibility for the submission of the offer in accordance to these requirements lies entirely with the Applicant.

Helvetas Kosovo signs a purchase order/contract with the winning bidder. The contract will come into force upon signature by both parties.

17 Ethics clauses/Corruptive practices

Bidders making false declarations may be subject to financial penalties representing 10% of the total value of the purchase order/contract being awarded. This rate may be increased to 20% in the event of a repeated offence.

Any attempt by a company/organisation to obtain confidential information, enter into unlawful agreements with competitors or influence the PP or the Helvetas Kosovo during the process of examining, clarifying, evaluating and comparing offers will lead to the rejection of its offer and may result in penalties as described above.

Companies/organisations must not be affected by any conflict of interest with other bidders or parties involved in the project. Helvetas Kosovo reserves the right to suspend or cancel the RFP procedure and/or purchase order/contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract.

Companies/organisations will be rejected or purchase order/contracts terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a payee who is not clearly identified or commissions paid to a company/organisation which has every appearance of being a front company/organisation.

Contractors found to have paid unusual commercial expenses related to this project are liable, depending on the seriousness of the facts observed, to have their contracts terminated and/or be penalised.

The Helvetas Kosovo reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the purchase order/ contract, Helvetas Kosovo may refrain from concluding the purchase order/contract and/or terminate the purchase order/ contract.

18 Operational language

All written communications for this tender procedure and purchase order/ contract must be in English.

19 Additional information

The conclusion of the tender and the award of any purchase order/contract are subject to the availability of funds.

Helvetas Kosovo reserves the right to annul this tender procedure at any time, without any liability on its side.

ELIGIBILITY DOCUMENTATION FORM

LIST OF REQUIRED DOCUMENTS

Eligibility criteria

Requirements	Documentary evidence
The bidder is registered in Kosovo	The full Registration certificate
VAT number	VAT certificate (for businesses only)
The total turnover of the company/organisation over the past 3 years (2020,2021 and 2023) must be equal to or exceed € 100,000	Financial statements or bank turnover confirmation
The bidder has no open case of a dispute, an execution procedure, reorganisation, bankruptcy or insolvency procedure	A valid proof issued by a competent judicial or administrative authority (not older than 6 month)
All taxes paid	A valid tax administration certificate or a valid agreement signed with the Tax Administration of Kosovo to repay the outstanding debts

STATEMENT⁴

I, the undersigned (for consortiums, **every consortium member should sign a separate statement as part of this application**) hereby declare that we have in possession all documents listed above. All documents are valid as requested in the table above and hard copies or electronic copies can be distributed as/when needed.

Signed on behalf of the bidder

Name	
Signature	
Date	

⁴ Statement should be signed by each member of consortium, if a consortium.

PART 1 – APPLICATION PACKAGE
APPLICATION FORM
1 SUBMITTED by (i.e. the identity of the bidder)

	Name(s) of entity(ies) making this application	Nationality
Leader		
Member 2⁵		
Member 3 ...		

2 CONTACT PERSON (for this application)

Name	
Organisation	
Address	
Telephone	
e-mail	

3 STATEMENT⁶

I, the undersigned, the authorised signatory of the above bidder (for consortiums, **every consortium member should sign a separate statement as part of this application**), hereby declare that we have examined the tender dossier for the contract referred to above. We hereby accept its provisions in their entirety, without reservation or restriction.

We agree to become one of the parties of the framework contract and to submit an offer whenever requested by the Helvetas Kosovo in accordance with the terms of the tender dossier and the conditions laid down, without reservation or restriction.

We are making this application for this tender in our own right. We confirm that we are not tendering for the same contract in any other form. We understand that our consultants may be excluded if we propose consultants who have been involved in offers of other bidders.

We are fully aware that, for consortiums, the composition of the consortium cannot be changed in the course of the tender procedure, unless Helvetas Kosovo has given its prior approval in writing. We are also aware that the consortium members have joint and several liabilities towards Helvetas Kosovo

⁵ Add/delete additional rows as appropriate

⁶ Statement should be signed by each member of consortium, if a consortium.

concerning participation in the above tender procedure and any contract awarded to us as a result of it.

We will inform Helvetas Kosovo immediately if there is any change in the above circumstances at any stage during the implementation of the contract. We also fully recognise and accept that any inaccurate or incomplete information deliberately provided in this application may result in our exclusion from this and other contracts funded and/or managed by Helvetas Kosovo and that penalties may be applied as specified in the tender dossier.

We note that the Helvetas Kosovo is not bound to proceed with this tender and that it reserves the right to award only part of the contract and that it will incur no liability towards us should it do so.

Signed on behalf of the bidder

Name	
Signature	
Date	

1. In case of Services, the CVs should use the format below

CURRICULUM VITAE

Proposed role in the project:

Family name:

First names:

Date of birth:

Nationality:

Education:

Institution (Date from - Date to)	Degree(s) or Diploma(s)/Certificate(s) obtained:

Language skills: Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

Language	Reading	Speaking	Writing

Membership of professional bodies:

Other skills: (e.g. Computer literacy, driving license, etc.)

Key qualifications: (Relevant to the project)

Professional experience:

Ref no. ⁷	Date from - Date to ⁸	Location	Company & reference person ⁹ (name, email)	Position	Description

⁷ Please clearly mark the reference number in the CV on the relevant documentary evidence.

⁸ In case of part time work or consultancy, please indicate both the overall and NET working period

⁹ The Helvetas Kosovo reserves the right to contact the reference persons. If you cannot provide a reference, please provide a justification.

Other relevant information (e.g., Publications)

2. IN CASE OF SERVICES - STATEMENT OF EXCLUSIVITY OF THE PROPOSED CONSULTANTS

 STATEMENT OF EXCLUSIVITY AND AVAILABILITY¹⁰

I, the undersigned, hereby declare that I agree to participate exclusively with the bidder [bidder name] in the tender procedure for Design services. This includes that I will not be proposed as a replacement consultant in this tender procedure. I declare that I am able and willing to work for the period(s) set for the position for which my CV has been included if this tender is successful, namely:

From	To	Availability
Xx xx xxxx	Xx xx xxxx	Part time

I confirm that I do not have a confirmed engagement as a consultant in any other professional activity incompatible in terms of capacity and timing with the above engagements.

By making this declaration, I understand that I am not allowed to offer my services as a consultant to any other bidder participating in this tender procedure. I am fully aware that if I do so, I will be excluded from this tender procedure, and penalties may be applied.

I also declare that I am not in a situation of conflict of interest or unavailability and commit to inform the bidder(s) of any change in my situation.

Name	
Signature	
Date	

¹⁰ To be completed and signed by all proposed consultants, applicable for lot 1 only.

PART 2 - FINANCIAL OFFER
Financial offer

Helvetas Kosovo is exempt from VAT, thus the cost should be without VAT. The contractor is responsible for all other taxes and duties in compliance with the Law of the Republic of Kosovo.

Services Items – specifications	Qty	Price unit / Euro	Total
Survey in 38 municipalities (questionnaire, pre-test, survey)			
Focus groups			
Analytical report			
Short report			
Total cost (sum of units)			

Signed on behalf of the bidder

Name	
Signature	
Date	



Annex 1: Terms of reference

Field of expertise: Public Opinion Survey, Analysis

Type of services required: Survey on Citizen Satisfaction

Date of announcement: 18 July 2023

Duration of the Assignment: August – December 2023

1. Background information related to the requested service

The Decentralisation and Municipal Support program (DEMOS) has the following overall objective: *“Improved performance of municipalities in governance, management and services contributing to increased citizens’ satisfaction.”* There are three outcomes of DEMOS III. The first one is the MPG, as a mechanism established and owned by MLGA. DEMOS has been supporting the MPG in the two previous phases and responsibilities for its management will increasingly be taken over by MLGA during this phase. Second outcome is about the citizen engagement and oversight, while the third outcome is the policy support towards more conducive legal framework for decentralized local governance and rule-based financing.

The project Theory of Change is that greater citizen engagement, stronger oversight, and a policy framework that ensures sustainable and credible rule-based financing of municipalities, including the Municipal Performance Grant which is fully managed by the Kosovo Government by 2025, will provide increased incentives and pressure to improve municipal governance and management which is expected to result in an improved local democratic governance and citizens’ satisfaction. Within the second component, citizen engagement and participation are an essential activity that aims to improve local government's actions that concern citizens’ everyday lives. As municipalities play an important role to address citizen’s needs, it is of imperative to know and understand the level of citizen’s satisfaction with the local government and the services they provide.

In 2021, the second phase of the DEMOS project (covering the period from 2018 to 2021) project conducted the first Citizen Satisfaction Survey (CSS) which aimed at exploring the attitudes and perceptions of Kosovo citizens regarding public services and their local government. The final report provided information that can be used to scrutinize what citizens across Kosovo think on most pressing issues within municipality domain and provide with feedback on the work of municipalities and their elected officials.

Objective of this CSS: The objective of this assignment is to conduct a follow-up of comprehensive citizens’ satisfaction survey with a specific focus on understanding citizens’ perception and attitudes towards local government and municipal services. The follow-up CSS also aims to measure the differences in attitudes and perceptions from the first CSS conducted in 2021.

2. Requirements for Submission of the Proposal

The bidder should submit a Capability Statement and Methodology with the sampling design.
The sampling design is further described in point 3.2.

- **The Capability Statement** (not more than 4 pages) should include:
 - i. Brief description of the company and types of activities undertaken;
 - ii. General organizational capability (management structure, project management control);
 - iii. Relevance of specialized knowledge and experience on similar engagements;
 - iv. Quality assurance procedures. Special attention should be also given to explaining the process of verifying the conducted surveys and completed questionnaires.

- **The methodology** should include a:
 - i. detailed approach and methodology how to achieve this ToR;
 - ii. sampling as described in point 3.2;
 - iii. pre-testing and focus group implementation;
 - iv. description of monitoring;
 - v. implementation plan with time frame;
 - vi. any other relevant information for successful completion of the assignment.

3. Deliverables, Scope and Sample

3.1 Deliverables for the successful bidder

Successful bidder is responsible to submit following deliverables:

- i. **Final questionnaire** of the survey in three languages. The DEMOS will share the questionnaire from the previous survey to the successful bidder;

- ii. Administer/conduct the survey with the number of respondents defined in the point 2.2.

- iii. **A pre-testing survey shall be planned and conducted.** The pre-testing survey shall be explained in the methodology;

- iv. Up to **seven focus group discussions** (FGD) in order to get deeper insight about the results from face-to-face interviews. The size, approach and geographic distribution of the **focus groups needs to be included in the proposed methodology** and participants for the FGD will be agreed jointly with DEMOS project. The total number of FGD to be organized will be agreed with the successful bidder.

- v. **Analytical report** should be prepared in consultation with DEMOS project. The report should be submitted in English, Albanian and Serbian and should provide depth analysis on the results from the survey. The scope of the report will be subject to final clearance and approval by DEMOS project. The following outline should be part of the report, but not limited to;
- Executive Summary
 - Introduction
 - Methodology and the Approach
 - Population and Sampling
 - Summary of numerical and analytical findings from the survey
 - Thematic sections of the report: Data analysis and results (***including visual graphic content***)
 - Conclusions
 - Annexes
- vi. A **short report** (not more than five pages) outlining main findings and conclusions (separate from the analytical report). The outline shall be agreed with DEMOS project.

3.2 Scope, Sample and Target Groups

- The survey will be conducted in all **38 municipalities of Kosovo** through face-to-face interviews with citizens, based on the approved questionnaire. The company should foresee any risks related to inclusion of all municipalities in the methodology with rationale for such risks and how they will be mitigated.
- The bidder should submit the methodology and financial offer for the following sampling size:
 1. **One sampling size based per municipality** (*number of respondents for each of the 38 municipalities*) and should ensure inclusion of a representative selection of respondents/citizens. Citizens must be at least 18 years of age at the time of the survey and should include various age groups, equal representation of women and men, majority, and non-majority communities, including representative sample per municipality. If applicable, the survey should also include persons with disabilities. In such cases the Offeror should specify in the methodology on how the respondents (persons with disabilities) will be identified. ***The representative sample per municipality with error margin should be proposed in the methodology by the offeror.*** When calculating the sample, the offeror should consider the recent census data.

- The winning bidder shall work on the already designed questionnaire from 2021 to be used in the the survey. The questionnaire may be updated based on the needs and requirements of the project. The questionnaire will be consulted with DEMOS project for the input and clearance. During this process, the bidder should ensure that survey questions address indicators related to local democratic governance and issues of relevance to the citizens. The questionnaire should contain, but not limited to, citizens' perceptions and trust in local government, decision making in the municipalities, participation of citizens in decision-making, representation of women and marginalized groups, responsiveness of local authorities to the needs and requirements of citizens, information of citizens, inclusiveness practices etc. **The winning bidder will be required to revise the questionnaire based on pre-testing results/findings.**
- The questionnaire will be submitted in English language and the final version, once approved by DEMOS project, shall be submitted in Albanian and Serbian language by the winning bidder.

4. Experience and Requirements

- Qualified company should have minimum of seven relevant projects in conducting and leading research and assessments, both quantitative and qualitative.
- Qualified company with professional staff having similar experience in assignments related to citizen surveys, methodology and data collection and analysis;
- Experience in designing and conducting focus group discussions;
- Demonstrated experience and understanding of local government issues and local government institutions;
- Possesses technical and human resources for successful implementation of the assignment.
- Use of survey data processing software (primarily SPSS and/or STATA);
- Expertise in gender-based analysis (*preferred*).

4. Staffing and qualifications

Within their offers, the bidder is required to suggest staff alongside with their **CVs**, highlighting relevant experience.

The minimum number of the project staff is three with exception of field data collector team:

- Team leader
- Survey Data Compilation and Processing Expert and
- Researcher.

Staff involved in implementation should meet the following qualification criteria:

Team Leader:

Academic background and experience:

- university degree in relevant field (master's degree will be considered as an asset);
- minimum 5 years of relevant experience in project management and team coordination;
- at least 3 years of experience in leading research including quantitative research/survey;
- excellent oral/written communication skills in English and local languages

Team leader will be responsible for the overall oversight and effective delivery of the tasks under this ToR. In addition, the **Team Leader should be responsible for writing the analytical report and present the main findings** to DEMOS project. The Team Leader will be responsible for ensuring good coordination and cooperation among the team engaged in order to achieve coherence and complementarity during the engagement and will be responsible for communicating with DEMOS project.

Survey Data Compilation and Processing Expert

- university degree in a relevant field;
- at least 5 years of practical relevant experience;
- experience in data collection, processing, analysis and visualisation using relevant software tools;

Researcher

- university degree in a relevant field;
- at least 3 years of practical relevant experience;
- proven experience in research and assessments, preferably in area relevant to these ToR;

5. Other

1. The bidder will submit all supporting databases, and all other materials obtained through survey to DEMOS project for the purposes of verifying the conducted survey;
2. It is the obligation of the selected bidder to ensure that data collected in this survey are comparable with the data collected in a baseline survey;
3. It is the obligation of the selected bidder to solve any potential unclarities that might occur in the process of conducting research and to ensure the full compliance with relevant Kosovo legislation in terms of data privacy and safety.