

Request for Quotation
RFQ # 2004-19
USAID Model Court Initiative
for Court Visitor Surveys and Endline Data Collection
Date: June 16, 2022

Checchi and Company Consulting, Inc. (part of Dexis Consulting Group) requests quotations for pricing and terms for the potential provision of Court Visitor Surveys and Endline Data Collection, as outlined below:

BACKGROUND

Checchi and Company Consulting, Inc. (part of Dexis Consulting Group-Checchi/Dexis), an international consulting company based in USA, is currently implementing the USAID-funded **Model Court Initiative (MCI) project in Moldova**. The goal of the MCI project is to assist the Government of Moldova to implement initiatives aimed at improving the efficiency, performance, and quality of court services based on best international practices and in line with international excellence standards for court services.

INSTRUCTIONS TO OFFERORS

With this RFQ, Checchi/Dexis is soliciting offers from qualified companies to participate in the tender for Court Visitor Surveys and Endline Data Collection in accordance with the specifications set forth below.

Offerors are responsible for ensuring that their offers are received by Checchi/Dexis in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

Offer Submission Deadline

Offers must be received no later than **July 8, 2022, 17:00 Chisinau time**. Proposals received after the deadline may not be considered.

Submission of Offers

All offers must be submitted electronically to the following email address: moldova@dexisonline.com . Offers must be on company letterhead with the company's contact name and address.

Please quote reference "**RFQ # 2004-19**" in the subject of the email.

Questions and Clarifications

All questions and clarifications regarding this RFQ must be submitted in writing to moldova@dexisonline.com no later than **July 1, 2022, 17:00 local time**. All correspondence must provide reference to the RFQ number. Questions and clarifications that may be of interest to other bidders will be circulated to all parties that submitted the questions.

Only the written answers issued by Checchi/Dexis will be considered official. Any verbal information received from employees of Checchi/Dexis or any other entity should not be considered as an official response to any question(s) regarding this RFQ.

Required Documentation

The offers must include the following:

- Contact information of the Offeror.
- Cover letter, signed by an authorized representative of the offeror, which contains general information about the contractor, including full legal name and address of the company, full name of the legal representative (president or managing director) of the company, a contact name, email address, and telephone number to facilitate communication between Checchi/Dexis and the prospective contractor;
- Offeror's professional track record and a description of a relevant portfolio demonstrating previous experience
- Official quotation (A. Cost and B. Technical), including specifications of offered items and/or services (see Section **Annex A. TERMS OF REFERENCE**);
- Description of approach and methodology to be used;
- Copy of offeror's corporate and tax registration documents or business license;
- Minimum three (3) references (names and contact information) that Checchi/Dexis may contact to assess the company's past performance of similar work during the past three (3) years. References must include the following: name of the entity; contact name, phone number and email address; time periods when the work was performed; description of tasks, responsibilities, and deliverables in sufficient detail to determine the complexity of, and level of effort required to complete the work;
- Other attachments (if any).

Offerors are requested to provide quotations on their official quotation format or letterhead.

Source/Nationality / Origin

Only firms legally registered in Moldova may submit an offer in response to this RFQ.

All services offered in response to this RFQ or supplied under any resulting award must meet **USAID Geographic Code 937** and **110** in accordance with the United States Code of Federal Regulations (CFR), 22 CFR §228. The cooperating country for this RFQ is Moldova.

Quotations

A. Cost: Prices must be quoted as showing unit prices and total prices. Quotations must be expressed as fixed price, in MDL (Moldovan lei). Please provide prices with VAT and without VAT. Offers must clearly list all the items, indicate unit prices, quantities and total price.

B. Technical Quotation: A technical quotation will be submitted demonstrating how the assigned tasks set forth in Annex A shall be completed.

Validity Period

Offers must be valid for a minimum of sixty (60) calendar days after the offer deadline.

Eligibility: By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. Checchi/Dexis will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.

Negotiations

It is expected that awards will be made based on submitted offers. However, Checchi/Dexis 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 requirements and instructions and has received the highest score.

Terms and Conditions

The award is subject to Checchi/Dexis’s standard terms and conditions. Please note that Checchi/Dexis standard payment terms are ten (10) business days upon receipt of the complete documentation after acceptance of the deliverables. No advance payments are possible.

Evaluation of Quotations

For a quotation to be responsive, it must contain all the elements outlined in this RFQ for Checchi/Dexis to comprehensively evaluate the quotation.

Checchi/Dexis will first evaluate quotations for compliance with the mandatory requirements/elements of this RFQ. Quotations that do not contain all mandatory requirements/elements will not be considered.

Evaluation of offers will be performed according to the following evaluation criteria:

#	CATEGORY	POINTS
1.	<p>Relevant experience and proved expertise*:</p> <ul style="list-style-type: none"> • Minimum 5 years of company experience in conducting sociological research. (maximum 10p.) • Relevant portfolio demonstrating previous experience in carrying out similar surveys and data collection (maximum 10p.) • Appropriate and sufficient human resources to perform the tasks and deliverables noted in Annex A (maximum 10p.) • The degree to which the Offeror demonstrates a very good professional reputation as evidenced by the recommendation letters and contact references (maximum 10p.) <p><i>*Each sub-criteria will receive points only when it is proved through confirming documents, materials and/or documented experience</i></p>	40
2.	<p>Quality of technical proposal</p> <ul style="list-style-type: none"> • Proposed approach and methodology to this project match the requirements, deliverables set out in the terms of reference, including quality assurance arrangements (maximum 15p.) • Detailed and sound project plan for the successful completion of the work (maximum 15p.) 	30
3.	<p>Best price The lowest offer that meets all requirements</p>	30
TOTAL SCORE:		100

Partial Quotes: are not allowed.

The Offeror that receives the highest score will be recommended for a contract.

ANNEX A

TERMS OF REFERENCE

COURT VISITOR SURVEYS AND ENDLINE DATA COLLECTION

1. Introduction

Checchi is an international development firm based in the United States of America, which is implementing the USAID-funded Model Court Initiative (MCI) project in Moldova. The Model Court Initiative (MCI) is a three-year Task Order under the Effective Justice contract. The purpose of Effective Justice is to foster an efficient, accessible and transparent justice system that uniformly applies the rule of law. The purpose of MCI is to improve the performance of courts in delivering quality justice services and to improve the connection between courts, communities, and system users. MCI works toward two Objectives: 1) identifying and supporting Moldovan courts in achieving and maintaining Model Court status through improved services to the public, and 2) supplementary national assistance to facilitate changes needed to improve performance at the individual court level.

MCI selected three Pilot Model Courts (PMCs) to assist them in implementing quality management standards. Part of these standards are the court user surveys, which allow PMCs identify areas that need improvement and further actions. In 2021, MCI supported two PMCs (the Balti and Ungheni District Courts) in conducting initial court user surveys. This practice was institutionalized in the PMCs and they strive to have the surveys held on an annual basis. The Edinet PMC intends to carry out an initial court user survey in 2022. To assist the Balti and Ungheni PMCs to collect data and compare 2022 data with 2021 results, and to help the Edinet PMC conduct an initial survey, MCI is announcing a call for a company to conduct: 1) a second round of court visitor surveys in the Balti and Ungheni District Courts, and 2) an initial court user survey in the Edinet District Court. For all three PMCs, the contracted company will use the court user survey questionnaire that was developed by MCI and applied in 2021 in the Balti and Ungheni PMCs.

In addition to court users' surveys in the PMCs, the contracted company will conduct a nation-wide endline court assessment survey, which will assess the progress that the Moldovan judiciary made with MCI assistance, based on comparing data from an initial MCI baseline assessment conducted in 2021. The contracted company will use the survey questionnaire developed by MCI and applied in 2021 for a baseline survey.

This Statement of Work describes the requirements for the data collection work.

2. Tasks and Methodology

[Court visitor survey](#)

In each of three Pilot Model Courts, the contracted company shall administer, collate data from, and report on the results of a survey of court users in all locations (central and secondary) of the Balti, Ungheni and Edinet pilot model court. The survey will ask all visitors to a courthouse about their experience in visiting the court and their opinions about how well the court is performing. The survey will be collected by interviewing all people who arrive at the court on a designated court day. These court visitor surveys will be held in September 2022.

[Endline survey](#)

One endline survey is required, covering the **civil society representatives and court users on the national level**. Similar questions will be asked of respondents who are either representatives of civil society

organizations or are individuals who offer to give their views as citizens. The respondents will be identified via social media, open invitations to be published in local newspapers, and direct invitations sent out to relevant target group respondents. The survey will be held in March 2023.

3. Deliverables (see Section **Annex B. Detailed Deliverables and Timeline)**

- Court visitor surveys – three thorough written reports, in Romanian and English, capturing and analyzing data from each of the pilot model courts surveyed. The company should submit separate reports for each court.
- Endline data collection – a thorough written report, in Romanian and English including analysis of the survey data, and conclusions.

Attachment B: Detailed Deliverables and Timeline

Description of project phases with deliverables	Start date	End date
<p>PHASE 1: Court visitor survey <i>The court visitor surveys will be held in September 2022.</i></p> <p>In each of three (3) Pilot Model Courts, the company shall administer, collate data from, and report on the results of a survey of courthouse visitors conducted in:</p> <ul style="list-style-type: none"> - Balti District Court Central location (at least 95 respondents) - Balti District Court Falesti secondary location (at least 90 respondents) - Balti District Court Singerei secondary location (at least 80 respondents) - Ungheni District Court (at least 100 respondents), and - Edinet District Court central location (at least 90 respondents) - Edinet District Court Briceni secondary location (at least 95 respondents) - Edinet District Court Ocnita secondary location (at least 50 respondents) - Edinet District Court Donduseni secondary location (at least 90 respondents). <p>Court visitor survey reports – three separate written reports, in Romanian and English, capturing and analyzing data from each of the three pilot model courts surveyed. All reports should be accompanied by data collected, in Microsoft Excel and SPSS statistics forms, with annotations and complete data labels.</p>	September 2022	November 2022
Key result of Phase 1: Approved court visitor survey report		January 15, 2023
<p>PHASE 2: Endline data collection</p> <p>Carry out one national survey covering civil society representatives and court users.</p> <p>Endline data collection report – a thorough written report, in Romanian and English, addressing each of the questions noted in the baseline survey conducted in 2021. All reports should be accompanied by data collected, in Microsoft Excel and SPSS statistics forms, with annotations and complete data labels.</p>	March 2023	April 2023
Key result of Phase 2: Approved endline data collection report		May 2023