### Points requiring clarifications in relation to the Request for Proposal No. 55 [Third Party monitoring of Karandaaz Projects](https://karandaaz.com.pk/procurement/opportunities/rfp-55-third-party-monitoring-karandaaz-projects/)

We have the following queries/ clarification requirements with respect to certain content mentioned in the Request for Proposal (RFP) and for which your feedback/ expectations from the consultants is sought:

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| **S#** | **Clarification/ Information Required** | **Comments** |
|  | 1. Is there a page limit for the technical proposal? If yes, what is included in that page limit? 2. As part of the first intervention i.e. Data collection from SMEs on development results, the development impact on SMEs is to be monitored through sample based visits. While the total number of SMEs supported thus far is 650, the monitoring sample has not been specified. A specification of sample will help make the financial proposals more comparable. The applicants who select a larger sample will have an advantage due to ‘economy of scale’ of monitoring operations and per unit cost will tend to be lower. 3. Under the second intervention i.e. Post-investment monitoring of Karandaaz investments in women-led businesses, while the rest of scope of work is clear, please clarify if KRN is currently providing hand holding support the these women-led businesses? Also, please specify the nature of handholding support (expected frequency and related level of effort) that the TPM firm is expected to provide. Is this support going to be field-based at their offices or remote? The type of support will require budgeting of appropriate resources which will have an impact on per unit cost. 4. The scope of work and related level of effort for third intervention i.e. Quality assurance of different surveys and studies, is quite unclear. Will the TPM firm be expected to make process monitoring visits to the areas where the third party firms are conducting a survey? Or does the quality assurance relate to the design of surveys/ studies? In either case, cost of this quality assurance support ‘per day’ will relate to the geographic and technical scope of the survey/ study which will guide the personnel and logistical requirements. In the absence of any information on the type of surveys and related quality assurance services, the costing will have to be based on assumptions which will make the comparison non-feasible. Further clarity will be very much appreciated. 5. The division of scoring of technical proposals is not elaborated. Prior experience of firm is allocated a 25% score but the basis of this score is unclear. Will it be based on the number of similar projects, financial volume of similar services or something else. Similarly, the project team has a 30% weightage in the technical score. How will this score be calculated is not explained. What type and how many CVs of relevant personnel are required and what will be the division of score amongst various experts and mid-level staff. Should the applicant submit illustrative field staff’s CVs as well? 6. Same goes for the 25% score allocated to the technical approach and methodology. The division of 25% score is not provided which could make the scoring highly subjective. | 1. Technical proposals should not be more than 20 pages. This should include executive summary, firm’s qualifications, profiles of project team and methodology 2. Currently Karandaaz portfolio is 650 SMEs but this will grow over time. At any time KRN will collect data from at least 20% of total population of SMEs. It is difficult for us to specify the total population of SMEs at this time. 3. The third party monitoring firm will be required to meet the women-led businesses at least once a quarter at the office of the business. The meetings will be used to get an update on key developments in the business as well as financial performance during the quarter. The consultant will be expected to guide the businesses on how to improve their bookkeeping and financial records, and assess whether they are complying with regulations and contractual obligations to Karandaaz. 4. From time to time, Karandaaz undertakes field level surveys and studies through vendors and survey firms. The MEL unit, on request from program teams, provides oversight on vendors and firms. The scope of this oversight varies from assignment to assignment. The TPM will be required to quality assure on-site collection of data and not the instrument itself. 5. The experience both of the firm and the project team will be considered based on number of assignments as well as number of years on similar assignments. The financial volume can be a plus but that is not a requisite. The CVs of core project team will be required and we will not require the CVs of illustrative field staff. 6. We will assess how well the consultant understands the assignment and how relevant and innovative is the proposed methodology. |
| **2** | 1. What are the types of surveys over which data quality assurance has to be assessed? 2. Whether any benchmark would be available from Karandaaz against which such surveys and studies are to be assessed. 3. Whether there would be need for expert for quality assurance of different surveys and studies made by the Karandaaz Management. If you can specify the type of expert needed, so that cost can be built for such expert. 4. What are the expected no of SME’s to be covered for Data Collection for SME’S and Monitoring of Karandaaz Investments in one quarter? Whether locations of SMEs and investees would be common so that single visit and estimate for out of pocket expenses can be built into proposal. 5. What are locations to be covered by the third party consultant for Data Collection for SME’s and Monitoring of Karandaaz Investments in women-led businesses? | 1. Generally these are process monitoring of surveys and studies that Karandaaz has outsourced to vendors/survey firms. The Third Party Monitoring Firm will mainly be quality assuring in-field data collection during such assignments. 2. The Third Party Monitoring Firm will quality assure against the benchmarks set by the vendor/survey firm. Its task will be to check whether the vendor is adhering to the benchmarks and processes it committed to follow in its proposal. 3. No. This relates to surveys outsourced to a third party vendor by Karandaaz. 4. We forecast to keep sample SMEs around 20% of the total portfolio. These SMEs are generally based in major economic hubs like provincial capitals, and major cities and the locations can be common mostly. Out of pocket expenses should be mentioned separately in the financial proposal. 5. Women led business are located in Lahore, Karachi and Islamabad. SMEs are located in all major economic hubs of the country, mostly in Punjab and Sindh. |
| **3** | 1. Page 5 of the RFP indicates that the consultant should print a table and check submitted items in the column provided. However, there is no table or column provided in the RFP. Kindly provide the aforementioned table. 2. Point 3 ‘Eligibility’ on page 3 of the RFP does not include the eligibility criteria for consultants, neither is it included in the TORs. Kindly specify the eligibility criteria that firms should comply with. 3. The proposed project team on page 9 only includes the Team Lead. Will Karandaaz propose the other roles required in the project team or should the consultant team propose roles as it deems necessary? This will guide the financial proposal to be prepared by the consultant. 4. For the first monitoring activity i.e. data collection from SMEs on development results, the TORs state that ‘these results are tracked through bi-annual in-field data collection from SMEs on a sample basis.’ If the data collection is to be sample based, you are requested to provide the geographical distribution (table) for the 650 SMEs so that we may provide a sampling methodology in the technical proposal. 5. For the first monitoring activity i.e. data collection from SMEs on development results, we understand that Karandaaz aims to track the development impact at the level of beneficiary SMEs. Does Karandaaz intend on evaluating the overall impact of the intervention in terms of relevance, effectiveness, efficiency and sustainability as well? This will guide the monitoring approach adopted by the consultant. 6. We understand that Karandaaz operates through four programme verticals: Karandaaz Digital; Karandaaz Capital; Karandaz Knowledge Management and Communication; and Karandaaz Innovation. For the purpose of the third monitoring activity i.e. quality assurance of different surveys and studies:   (1) Is the consultant required to engage relevant experts for each of the four programme verticals in order to cover all kinds of surveys and studies undertaken across Karandaaz’s operations? If not, you are requested to provide us with an indicative list of the studies or surveys so that they we can propose the relevant experts for this monitoring activity in the proposal accordingly.  (2) Should the consultant provide CVs of the relevant experts in the technical proposal at this stage? | 1. Kindly disregard the table part and submit your technical proposal as per your requirement. 2. Attached as Annexure – I on last page of this document. 3. We will require the potential applicant to propose project team lead and key members. KRN may provide input in this regard, where it deems necessary. 4. SMEs are located in all major economic hubs of the country, mostly in Punjab and Sindh. 5. For this specific assignment, we only need to track development outcome results. 6. i) These Quality Assurance surveys pertain to process monitoring of on-going surveys and studies, across all KRN verticals. These surveys will be need based and will not be disclosed at this stage. Subject expertise is not required for this assignment rather experience in conducting and quality assuring a range of surveys and data collection exercises would be more relevant.   ii) CVs of core project team are required. |
|  | 1. To what extent KRN would like to measure the social impact and results on the lives and businesses of SME owners and other beneficiaries including but not limited to changes in personal behaviors, family growth, children education and health, family well being or business and economic growth etc. 2. What is the rural, urban and gender ratios of SMEs’? any details available on the size and spread of SMEs and target beneficiaries..? 3. What is the average ticket size of each SME? | 1. For this specific assignment, we only need to track development outcome results i.e. revenue growth and jobs supported for youth and women. 2. SMEs are located in all major economic hubs of the country, mostly in Punjab and Sindh, majority of them are in urban areas and majority are owned males. 3. The average financing through our PFIs is about PKR 10 million per SMEs. |
| 4 | 1. 1.    Do grantees of the Karandaaz Fintech Disrupt Challenge (FDC) 2018 fall within the Terms of Reference of this RFP? One of our employees is a director of a company that has recently been awarded a grant under the FDC 2018. 2. 2.    If the FDC 2018 does constitute a part of the RFP/Terms of Reference, would a conflict of interest arise as envisaged under Section 2.A., Clause No. 3 and Section 3, Clause No. 33 of the RFP? Would this render our firm ineligible to submit a proposal thereunder? 3. 3.    If a conflict of interest situation does arise, in which of the three main areas of work (as detailed in the Terms of Reference, page 16) does the FDC 2018 fall under? And, is it possible for us to pitch for the remaining two areas of work? 4. 4.    In the Terms of Reference, it is stated that a blanket contract will be signed with the selected firm for provision of services across all three areas of the Terms of Reference. On the other hand, Section 2.A., Clause No. 9 indicates that the order may be split. Please clarify. | 1. In the initial period of the contract i.e. first three months KRN does not plan any activity for FDC 2018 under this assignment. However KRN may require to do quality surveys for FDC 2018 as well in the next phase i.e. post June 2019. 2. The relevant clause states that A firm shall be considered to have a conflict of interest in a procurement process if such firm is providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of a project that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm. Henceforth, the potential applicant/ proposed project team shall not include any affiliate that directly or indirectly controls, is controlled by that firm.      1. This may fall under “Quality assurance of different surveys and studies”. The potential applicant will be required on all three assignments.   g. Blanket Purchase Agreement will be signed. |
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Annexure – I

**Eligibility Criteria**

The consultant should meet the following criteria:

* Demonstrated ability for conducting in field surveys on development impact results. Preference will be given to the firms that have demonstrated data collection experience in the financial sector/ SMEs landscape of the country. Previous program monitoring and development impact survey experience on DFID funded programmes, or IFC and World Bank funded programmes on financial inclusion will be an advantage.
* Demonstrated ability to review financial records, review contractual and regulatory compliance and provide handholding on book keeping and back office operations to small businesses (if required).
* Demonstrated ability to mobilize enumerators and in-field teams, including female enumerators, across the country at short notice. Preference will be given to firms that have national geographical presence or has ability to reach out all major economic hubs of the country.
* Demonstrated ability to mobilize teams with relevant skillsets i.e. i) post investment monitoring of small businesses/ SMEs; ii) enumerating for data collection on impact results; iii) data analysis for collation, triangulation and report writing etc.
* Demonstrated knowledge/ experience of financial inclusion, challenge funds, monitoring and evaluation and donor funded assessments etc.
* Have valid registration certificate/ license and a valid NTN.