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SUPPLY CHAIN MANAGEMENT (SCM)

REQUEST FOR PROPOSAL (RFP) FOR CONDUCTING STAFF SATISFACTION SURVEY AT icddr,b.

RFP Ref. No. icddr,b/SCM /OTM/ NS-23-5007

Contracting Entity:

icddr,b
68 Shaheed Tajuddin Ahmed Sharani
Mohakhali, Dhaka 1212

LETTER OF INVITATION

Date: Thursday, October 15, 2023

Request for Proposals # icddr,b/SCM/OTM/NS-23-5007

Dear Sir/Madam,

icddr,b is issuing a "**Request for Proposals (RFP) for Conducting Staff Satisfaction Survey at icddr,b**" from bona fide entities who are capable and willing to provide service as required within the given timelines in an efficient, seamless and secure manner and as per details listed out in this document.

This RFP does not obligate icddr,b to execute a contract nor does it commit icddr,b to pay any costs incurred in the preparation and submission of the proposals. Furthermore, icddr,b reserves the right to reject any offers, if such action is considered to be in the best interest of icddr,b.

Sincerely,

Mirza Muhammad Masud Rana
Sr. Manager, Supply Chain Management
icddr,b

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SECTION – A: INSTRUCTIONS TO PROPOSER

1. Introduction

icddr,b is an international health research institute. Based in Dhaka, Bangladesh, we are committed to solving public health problems through innovative scientific research – including laboratory-based, clinical, epidemiological, and health systems research. By developing, testing, and assessing the implementation of interventions specifically designed for resource-poor settings, we aim to improve the health and well-being of people living in the world's poorest nations.

For more than 60 years, we have been carrying out high-quality research and promoting the uptake of evidence-based interventions. Our initial focus was on diarrhoeal disease, but we now study multiple infectious diseases, other threats to public health, and methods of healthcare delivery. Our work has had a profound impact on health policy and practices both locally and globally.

Our philanthropic activities are supported by donors like UN specialized agencies, foundations, universities, etc. Also, icddr,b is exempted from import duty and tax for all of its purchases from overseas. These privileged benefits assist us Cost effective procurement directly from overseas manufacturers or sole distributors.

Would say above, Sealed Tenders are invited by icddr,b Mohakhali, Dhaka for engagement of the firm for **"Request for Proposals (RFP) for Conducting Staff Satisfaction Survey at icddr,b"** from bona fide Service Providers who have valid trade licenses and have at least 10 years work experience in the relevant field. The hiring is subject to the general terms and conditions set out below.

Furthermore, icddr,b reserves the right to reject any offers, if such action is considered to be in the best interest of icddr,b.

Unless otherwise stated, the periods named in the RFP shall be consecutive calendar days.

2. Overview

Proposer are invited to submit proposals in response to this RFP under **Section - A** Instructions to Proposer.

This RFP does not obligate icddr,b to execute any contract(s) nor does it commit icddr,b to pay any Costs incurred in the preparation and submission of the proposals. Unless otherwise stated, the periods named in the RFP shall be consecutive calendar days.

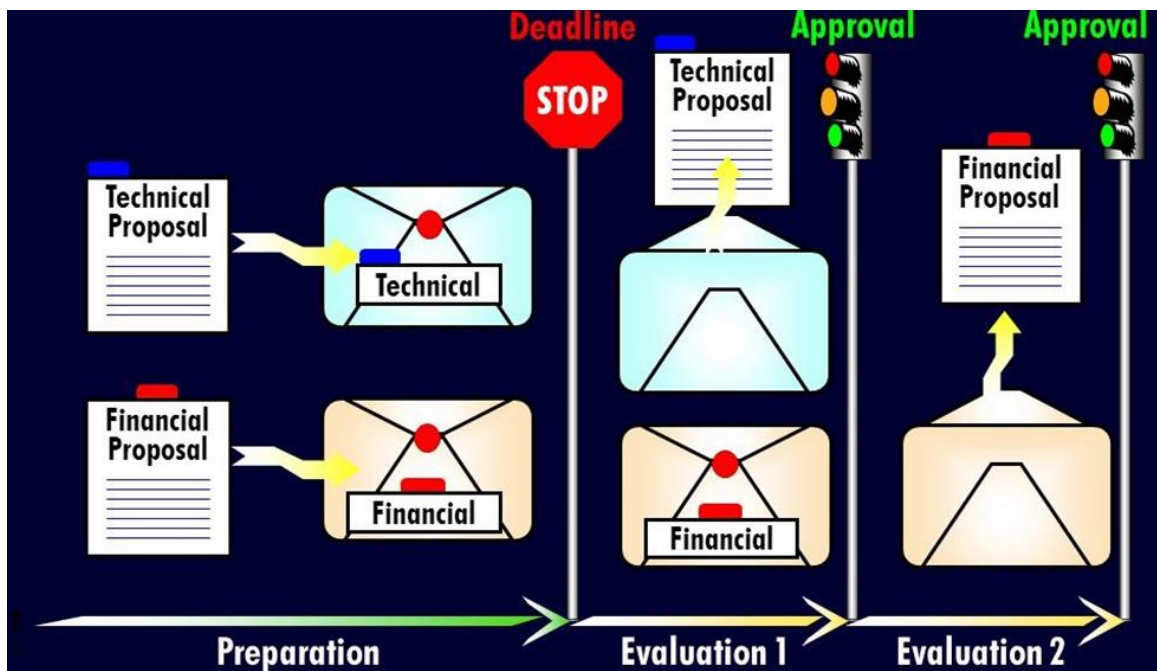
3. **Offer Deadline:** Offers must be received no later than **October 25, 2023, by 3 PM [+6GMT]** addressed to:

Director, Supply Chain Management
icddr,b
68 Shaheed Tajuddin Ahmed Sharani,
Mohakhali, Dhaka 1212

Proposers are responsible for ensuring that their offers are received following the instructions stated herein.

4. **Instructions for the Submission of Proposal:**

The bidding process will be conducted through a **TWO Envelope System**. Separate Technical and Financial proposals (containing price information) **must be submitted through separate email no later than the time and date specified above**. Proposer are required to submit their Technical Proposal separately from their Financial Proposal. (Ref: Section A, Clause 5)



The Proposer/s will be selected based on QCBS (Quality and Cost Based Selection) as recommended by the Bid Evaluation Committee. The evaluation will be done based on the highest combined score obtained in the technical bid evaluation and the figures quoted in the Financial bid.

The Financial proposals of the Proposer shall only be opened by the committee that qualifies in technical bid evaluation. The Financial bids of all those Proposer who

have failed to qualify in the technical bid will not be opened under any circumstances.

Please note, technical proposals must not make any reference to pricing data so that the technical evaluation may be made strictly based on technical merit.

5. Pre-Bid Meeting Schedule

Date: **October 19, 2023, from 3 pm to 4 pm [+6GMT]**

Microsoft Teams meeting

Join on your computer, mobile app or room device

Place:

[Click here to join the meeting](#)

Meeting ID: 416 560 645 520

Passcode: RDZrYC

[Download Teams](#) | [Join on the web](#)

[Learn More](#) | [Meeting options](#)

**Bid Submission
Location**

Bidders shall submit proposals through Electronic Mail (Email).

All Proposals must be submitted to Email: **rfp@icddrb.org**, the ONLY ACCEPTABLE EMAIL ADDRESS for receipt of Proposals. No other recipient should be "Cc" or "Bcc" in the emailed Proposal submission.

All email communications in relation to the Proposal must clearly indicate the Subject Line: " **Request for Proposals (RFP) for Conducting Staff Satisfaction Survey at icddr,b**" of the Email. All Proposals must be submitted in PDF files.

Technical and Financial Proposals must be sent separately to Email: rfp@icddrb.org, with the following subject line: " **Request for Proposals (RFP) for Conducting Staff Satisfaction Survey at icddr,b** as PDF documents, by at 3:00 PM (GMT+6) on 25 October 2023. **The financial proposal should be password protected, and the password should be preserved at the firm's custody until icddr,b requests the disclosure by the following person Mirza Muhammad Masud Rana [Email: mirza.masud@icddrb.org].**

No price information should be provided in the Technical Proposal. Proposals received in any other manner will be invalidated.

6. Communication

icddr,b requests that no icddr,b staff are contacted during this process other than Manager, TRR, Human Resources who may be contacted only to clarify questions concerning the RFP via email musaid@icddr.org **by October 22, 2023** copy to SCM (email: shuraiya@icddr.org). The clarification will be shared with all pre-bid participants via email. Please be advised local working hours are 08.30 AM to 03.00 PM, please allow a working day for a response. Where the inquiry may have an impact on other Proposers within the process, icddr,b will notify all other Proposers to maintain a fair and transparent process.

7. Chronological List of Proposal Events:

The following calendar summarizes important dates in the solicitation process. Proposers must strictly follow these deadlines. The dates above may be modified at the sole discretion of icddr,b.

Events	Date	Time
RFP published	October 15, 2023	-
Pre-bid meeting	October 19, 2023	3 pm to 4 pm [+6GMT]
Proposal submission date	October 25, 2023	3 pm
NOI	November 02, 2023	-

SECTION - B: GENERAL TERMS AND CONDITIONS

1. Instructions for the Submission of Proposal:

The Bid document should be placed in a sealed envelope superscripted **Request for Proposals (RFP) for Conducting Staff Satisfaction Survey at icddr,b.**

2. Performance Security Deposit:

The successful Proposer shall be required to deposit security money, in the form of a security bond for security against sub-standard service and other contractual defaults. The amount of the security deposit shall be 10% of the total contract value and shall be submitted in the form of a bank draft or pay order or in the form of an irrevocable bank guarantee issued by a scheduled Bank functioning or operating within Bangladesh in favor of icddr,b. The security money shall be claimed by the Proposer/Proposer in writing within 30 days from the date of contract expiry and will be returned to the Proposer without interest. However, icddr,b reserves the right to consider waiving this provision based on the nature of the proposer's business, subject to mutual agreement.

If the successful Proposer fails in fulfilling the terms and conditions mentioned here in different parts of this tender document, such failure will constitute a breach of the contract, and the icddr,b shall be entitled to make other arrangements at the risk and expense of the successful Proposer. Also, nonperformance/unsatisfactory performance or violation of terms and conditions of the contract will make the successful Proposer liable for forfeiture of the security deposit. The decision of icddr,b shall be final and binding on this count.

3. Compensation for Accidents and Damages:

From the start date of the contract, icddr,b will not be responsible for any kind of injury/accident or death of any staff or Proposer while executing the contract.

4. Adherence to icddr,b's Code of Conduct:

The Proposer shall ensure that his/her personnel adhere to the icddr,b code of conduct and must abide by icddr,b core values. Misbehavior with the officers and staff of icddr,b will not be accepted. icddr,b reserves the right to ask the Proposer to withdraw his staff for any reason whatsoever by oral or written notice. The Proposer shall replace that staff after getting information/notice from icddr,b management. All procurement of icddr,b is subject to the relevant policies outlined in the policy manual, and all icddr,b Proposer must abide by the icddr,b's code of conduct. <https://www.icddr.org/about-us/governance/policies>.

5. Price:

The price shall remain fixed during the contract period. However, the price for an extended period (if any) will be at the discretion of icddr,b.

6. VAT & TAX:

All prices are inclusive of Tax and any applicable VAT. Proposer shall submit original Mushak-6.3 (challan) with invoice and provide the copy of Treasury Challan subsequently (if required). icddr,b will deduct Tax and VAT at sources as per the applicable rate prescribed by the National Board of Revenue (NBR). The rate of tax shall be fifty percent higher (50%) than the applicable rate if the payee fails to submit proof of submission of tax return (acknowledgment copy) at the time of payment. Any change in Tax and VAT rate by the National Board of Revenue (NBR) payable by the Proposer shall be adjusted by icddr,b.

7. Mode of Payment:

Payment will be made through Bank Transfer and within 30 (thirty) days after a thorough examination of the invoice and certification by icddr,b. Under no circumstances will icddr,b entertain any request for cash payment or partial payment for the invoice. The invoice will incorporate any penalties that might need to be enforced, based on the terms and conditions stated in this tender document.

The invoice will incorporate any penalties that might need to be enforced, based on the terms and conditions stated in this tender document. Any work that is beyond the work schedule should be submitted in writing to icddr,b for prior approval.

8. Penalty Clause:

If the Proposer is unable to meet conditions for the Purchase Order and contract, particularly quality and timelines, Purchaser reserves the right to penalize the awardee at the rate of 10% of the last invoice value.

9. Key Performance Indicators:

icddr,b expects to monitor the performance of the selected Proposer. icddr,b will draw up specific deliverables associated with the project through the delivery of a project brief and work with the chosen company to monitor final outputs.

10. Contract Period:

The contract period will be determined based on the submitted proposal and its timeline. The decision of icddr,b shall be final and binding on this count.

11. Scope of Works:

The successful Proposer shall deliver the ordered services as per instruction and direction and within the stipulated time of icddr,b and after getting information/written notice from icddr,b. The Proposer will be responsible for delivering all the services as frequently as necessary as per the requirement of the icddr,b.

12. Intellectual Property Rights:

icddr,b shall be entitled to all intellectual property, including but not limited to copyrights, patents, and trademarks, with regard to products, documents, or other materials which are produced under the Contract. The products shall not be disclosed to the public nor used in whatever format without written permission of

icddr,b in line with the national and International Copyright Laws applicable. icddr,b owns the rights to all material used to create the video and can re-use the raw files as needed. Both the video and the content to be delivered should not be used or reused without icddr,b's written consent.

13. Evaluation and Basis for Award

An award will be made to the Proposer whose proposal(s) is determined to be responsive to this solicitation document, meets the eligibility criteria stated in this RFP, meets the technical, management/personnel, and corporate capability requirements, and is determined to represent the best value to icddr,b.

14. Amendment of Request for Proposals:

At any time before the deadline for submission of Proposals, icddr,b may for any reason, such as in response to a clarification requested by a Proposer, modify the RFP in the form of a Supplemental Information to the RFP. All Proposer who have attended the pre-bid meeting will be notified in writing of all amendments to the RFP. In order to afford prospective Proposer reasonable time to consider the amendments in preparing their Proposals, icddr,b may, at its discretion, extend the deadline for submission of Proposals, if the nature of the amendment to the RFP justifies such extension.

15. Applicable Law :

The Contract shall be governed by and construed in accordance with the laws of the People's Republic of Bangladesh.

16. Joint Venture, Consortium, or Association

If the Proposer is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to icddr,b for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to legally bind the joint venture, consortium, or association. The leader or lead entity, composition, or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of icddr,b.

17. Contract Termination:

Either party may terminate this agreement by giving 1 (one) month prior notice in writing in the event that the other party defaults in the performance or observance of any terms or undertaking stipulated in this agreement. Service Providers of inferior quality materials or extreme delay in supply within the scheduled period or approved extension time will lead to writing a "**letter of complaint**". Repetitions of similar activities will cause the issuance of a warning letter which may lead to the termination of the contract if required. Termination of the Agreement shall be affected after the settlement of all outstanding issues of both parties.

18. Arbitration:

The Parties shall use their best efforts to settle amicably all possible disputes arising out of or in connection with this Contract or its interpretation. If it fails, then the same shall be referred to an Arbitration of two Arbitrators each party nominating one and in case of difference in opinion, both the Arbitrators shall appoint an umpire, and the decision of the Arbitrator and /or Umpire as the case may be shall be final and binding on the parties. The Arbitration proceeding shall be in accordance with the Arbitration Act 2001 of Bangladesh and the venue of Arbitration shall be at icddr,b Dhaka.

19. Indemnity

The Proposer shall indemnify the icddr,b against all actions, suits, claims, and demands brought or made against it in respect of anything done or committed to be done by the Proposer in the execution of or in connection with the work of this contract and against any loss or damage to the icddr,b or its user in consequence to any action or suit being brought against the Proposer for anything done or committed to be done in the execution of this contract.

The Proposer will abide by the safety measures prevalent in Bangladesh and will free the icddr,b from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Proposer's negligence. The Proposer will pay all indemnities arising from such incidents without any extra cost to icddr,b and will not hold the icddr,b responsible or obligated. icddr,b may at its discretion and entirely at the Cost of the Proposer defend such suit, either jointly with the Proposer or single in the case the latter chooses not to defend the case.

20. Declaration:

a) We do hereby accept the above terms and conditions of the tender document.

b) We have read and understood the SOW/TOR specified in Section E.

c) We also declare that we are liable to bear any Cost regarding the supply of inferior quality services and its impact if any.

Proposer's company name: : _____

Address: : _____

Name of the authorized person: : _____

Designation : _____

Place, Date, Seal & Signature : _____

SECTION – C: TENDER EVALUATION CRITERIA

1. Minimum Eligibility Criteria

The bidders must have following minimum eligibility criteria:

- Ten years of proven experience in conducting similar surveys in UN/International / Multinational Companies
- The Survey conducting team must include HR professionals with at least 5 years of experience in a relevant field i.e. Employee Satisfaction Survey
- The firm must have at least 02 (two) similar work experiences in the past 5 years.

2. Legal Documents:

Proposer must possess the following documents and accompany them with the Technical proposal.

Legal Documents	
1	Copy of updated Trade License/company registration
2	VAT/GST Registration Certificate
3	Copy of updated TIN certificate and tax return submission

3. This RFP will use Quality-Cost Based method for proposal evaluation.

The Technical Proposal will be assessed based on the following criteria as shown in the table below

SI	Evaluation Category	Areas of Evaluation within Categories	Evidence Required	Evaluation Score	Total Score
1	Relevance of Experience	Resource person/Team Leader	5 years of proven experience in conducting similar surveys	5	15
		Team Members	CV and academic/professional qualifications	5	
		Experience in Similar Surveys	Past survey reports and client references	5	

SI	Evaluation Category	Areas of Evaluation within Categories	Evidence Required	Evaluation Score	Total Score
2	Approach	Survey Design Quality	Detailed proposal on survey design methodology	15	30
		Methodology Alignment	Alignment of proposed methodology with objectives	10	
		Confidentiality Measures	Detailed plan for ensuring confidentiality and anonymity	5	
3	Survey Execution Plan	Efficiency and Participation	Detailed plan for reaching maximum participation	5	10
		Timeline and Project Management	Realistic timeline for milestones and deliverables	5	
4	Data Analysis and Reporting	Statistical Proficiency	Demonstration of statistical methods and tools proficiency	5	15
		Report Quality and Recommendations	Detailed outline of potential survey report and proposed recommendations. (5 points) Testimonials of past survey reports. (5 points)	10	
The minimum passing score of technical proposal is 50 points out of 70					70

4. Evaluation Process.

- A two-stage procedure will be followed in evaluating proposals, with an evaluation of the Technical Proposal being completed before any Financial Proposal assessment. Evaluators of the technical proposals shall have no access to the Financial Proposals until the technical evaluation is completed.
- icddr,b will use the Combined Scoring Method which is 70%-30% distribution for technical and Financial proposals, respectively. The minimum passing score for technical proposals is 50 points out of 70.
- As indicated in (Section - C): "Minimum Eligibility Criteria" will be considered on a Pass or Fail basis – i.e. failure to comply with all these points will disqualify the Proposer for technical evaluation.

I. Technical Evaluation: The evaluation committee shall review and evaluate the Technical Proposals based on their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the evaluation table. Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP, particularly the Terms of Reference, or if it fails to achieve the minimum technical score indicated in the evaluation table. The minimum passing score for technical proposals is 50 points out of 70.

II. Financial Evaluation: In the second stage, only the Financial Proposal of those Proposer who achieve the minimum technical score will be opened for evaluation comparison and review. icddr,b will evaluate all Financial proposals from responsive Proposer that pass the technical evaluation. icddr,b will determine the overall evaluation score based on either the combination of the technical score and the financial offer, or the lowest evaluated financial proposal of the technically qualified Proposer, whichever offers the best value to the organization.

III. Verification and reference check: icddr,b shall reserve the right to determine to its satisfaction the validity of the information provided by the Proposer, through verification and reference checking, among other means that it deems appropriate, at any stage within the selection process.

IV. Negotiation and Award: The Award will be made to the responsive Proposer who achieves the highest combined technical and financial score, following the negotiation of an acceptable contract. icddr,b reserves the right to conduct negotiations with the Proposer regarding the contents of their offer. The award will be in effect only after acceptance by the selected Proposer of the terms and conditions and the technical requirements.

SECTION - D: SCOPE OF WORK /TERMS OF REFERENCE

<p>Task Order Title: <i>[Include a short title of services and/or a general description of items to be acquired. This title should be unique and descriptive, and should be used consistently throughout the task order process.]</i></p>	<p>Conducting Staff Satisfaction Survey at icddr,b 2023</p>	
<p>Introduction: <i>[Provide a short description of the requirements without including the specific requirements.]</i></p>	<p>The satisfaction survey will be conducted among all staff members of icddr,b, including staff from various geographical locations. The survey will capture data related to staff satisfaction, benefits, engagement, and well-being over a specified timeframe.</p>	
<p>Background: <i>[Consider the following: Include high-level Project/Department specific background, how the requirement evolved; relationship to other projects; why work is needed, the outcomes of any market research conducted by your project to determine the viability and cost of different options for an email solution. Summarize information which is essential for understanding the work and ensure technical information is understandable to potential readers of different disciplines.]</i></p>	<p>icddr,b is a renowned international health research organization committed to improving health and well-being, particularly in low- and middle-income countries. As part of our commitment to ensuring a positive work environment and enhancing employee satisfaction, we aim to conduct a staff satisfaction survey to assess staff satisfaction, benefits, engagement, and wellbeing. This survey will provide valuable insights into areas of improvement and help guide decision-making processes to create a healthier and more engaged workforce.</p>	
<p>Objectives: <i>[Provide a concise overview of your project/Department goals and expectations as a result of this task order. It does not need to include a description of deliverables or requirements since these will be included in the "Specific Requirements" section below. Include the desired end result and your expectations or goals of the Proposer/service provider.]</i></p>	<p><i>[Include any objectives that are solely applicable to the solution desired to be implemented that are not addressed elsewhere in this document. Amend if require]</i></p>	<p style="text-align: center;">Business Objectives:</p> <ul style="list-style-type: none"> ▪ Assess the overall satisfaction level of staff members ▪ Identify specific areas of concern and improvement related to staff benefits ▪ Gather feedback on the effectiveness of existing programs and initiatives ▪ Provide actionable recommendations based on survey findings
<p>Scope: <i>[Describe general scope of work. Include a brief description of: Size of the anticipated effort; summary of actions to be performed; results expected; and/or special areas of interest.]</i></p>		<p>The satisfaction survey will be conducted among all staff members of icddr,b, including staff from various geographical locations. The survey will capture data related to staff satisfaction, benefits, engagement, and well-being over a specified timeframe.</p>
<p>Specific Requirements: <i>[Provide a performance-based narrative of the specific tasks, services and/or deliverables that make up the SOW. Number the tasks sequentially, e.g. Task 1 and narrative, Task 2 and narrative, etc.]</i></p>	<p><u>a. Survey Design:</u> The survey will consist of a combination of closed-ended and open-ended questions. The questionnaire will cover the following key areas:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Overall job satisfaction. <input type="checkbox"/> Perception of benefits and compensation. <input type="checkbox"/> Level of engagement and involvement in decision-making processes. 	

	<ul style="list-style-type: none"> <input type="checkbox"/> Well-being (Occupational Health and Safety) and work-life balance. <input type="checkbox"/> Suggestions for improvement and additional comments. <p>b. Data Collection: An online survey platform will be used to collect responses from staff members. The survey link will be distributed via Root email, and reminders will be sent at appropriate intervals to encourage participation. Measures will be taken to ensure confidentiality and anonymity in line with ethical guidelines.</p> <p>c. Data Analysis: The collected survey data will be analyzed using appropriate statistical methods and tools. The analysis will include both quantitative and qualitative techniques to derive insights, identify trends, and understand the underlying factors influencing staff satisfaction, benefits, engagement, and well-being.</p>
<p>Key Deliverables, Milestones and Schedule:</p> <p><i>[Describe precisely the items to be delivered, both during the period of performance and at completion of the task order. Deliverables should be referenced back to their requirement in the Specific Requirements section. Describe the schedule either in terms of calendar days from the date of Task Order award or in calendar days when other projects or program elements are dependent on the delivery.]</i></p>	<p>A. The development of questionnaires with prior feedback and approval from icddr,b Senior Management Team</p> <p>B. Conduct the survey in a dynamic mechanism to reach the maximum number of participants throughout the organization</p> <p>C. Comprehensive report summarizing the survey findings, including key insights, trends, and recommendations with action plan.</p> <p>D. Data visualizations (charts, graphs) to support the presentation of survey results.</p> <p>E. Raw survey data in a structured format.</p>
<p>Contract Type:</p> <p><i>[The ordering Project/Department may acquire deliverables and services on a firm-fixed unit price basis in the individual task orders.]</i></p>	One off
<p>Period of Performance:</p> <p><i>[Please indicate the length of the task order i.e. start date and end date. State if the task order is to be awarded with a base period and options.]</i></p>	October 2023 – December 2023
<p>Place of Performance:</p> <p><i>[Place of performance is determined by the ordering Project/Department at the task order level]</i></p>	icddr,b

SECTION – E: INFORMATION OF THE PROPOSER

Information of the Proposer		
Sl.	Required Information	Put your information below
1	Constitution of Proposer: (If available please attach Company Profile) <i>[USE ✓ MARKS]</i>	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Joint Venture <input type="checkbox"/> Franchise <input type="checkbox"/> Non-Profit <input type="checkbox"/> Limited Company <input type="checkbox"/> Cooperative Society
2	Name of the Organization/Company (In block letters):	
3	(a) Registered Address (in full):	<input type="checkbox"/> Vill/Street: <input type="checkbox"/> P.O.: <input type="checkbox"/> District/City: <input type="checkbox"/> Post Code: <input type="checkbox"/> Telephone: <input type="checkbox"/> Cell: <input type="checkbox"/> E-Mail: <input type="checkbox"/> Website
	(b) <u>Corporate Office/</u> Store/Factory/Manufacturing Plant Address (if any):	<input type="checkbox"/> Vill/Street: <input type="checkbox"/> P.O.: <input type="checkbox"/> District/City: <input type="checkbox"/> Post Code: <input type="checkbox"/> Telephone: <input type="checkbox"/> Cell: <input type="checkbox"/> E-Mail:
4	Copy of updated Trade License/company registration (Please attach an updated copy of the Trade License/ company registration)	
5	VAT/GST Registration Certificate (Please attached copy of the VAT/GST Registration Certificate)	

Information of the Proposer			
Sl.	Required Information	Put your information below	
6	TIN certificate and tax return submission. (Please attach a copy of the latest Income Tax Clearance Certificate)		
7	Primary Contact Person	Name	:
		Phone no	:
		E-mail	:
8	Secondary Contact Person	Name	:
		Phone no	:
		E-mail	:
9	Other certificates (s) [i.e., ISO, BSTI, etc. (if any)]		
10	Details of recognition/awards (if any)		
11	Bank Information	Account Name	:
		Account No	:
		Account Type	:
		Bank Name	:
		Branch Name	:
		Routing Number	:

Proposer's company name: _____

Address: _____

Name of the authorized person: _____

Designation: _____

Place, Date, Seal & Signature: _____

SECTION – F: ANSWER THE FOLLOWING QUESTIONS WHEN WRITING THE PROPOSAL.

Question	Response	Page Ref from the proposal
Relevant Experience:		
Provide a summary of your organization's experience in conducting staff satisfaction surveys, especially in international health research or similar organizations.		
Survey Design and Methodology:		
How do you plan to design the survey to ensure a comprehensive understanding of staff satisfaction, benefits, engagement, and well-being?		
Describe your approach to incorporating both closed-ended and open-ended questions in the questionnaire.		
Data Collection:		
Provide details on how you intend to use online survey platforms to collect responses from staff members.		
Outline your strategy for ensuring confidentiality and anonymity during the data collection process.		
Data Analysis and Reporting:		
Briefly explain your experience with statistical methods and tools for analyzing survey data.		

Question	Response	Page Ref from the proposal
How do you plan to present the survey findings, including key insights, trends, and recommendations?		
Deliverables:		
Explain your strategy for developing questionnaires, obtaining feedback, and gaining approval from ICDDR,B Senior Management Team.		
Provide an overview of your approach to conducting the survey in a dynamic mechanism to maximize participation.		
Timeline Management:		
How will your organization ensure the timely completion of each task, as outlined in the timeline provided in the ToR?		
Eligibility Criteria:		
Confirm that your organization meets the eligibility criteria outlined in the ToR.		
For team leader: Provide evidence of five years of experience in conducting surveys in UN /International /Multinational Companies.		
For Consulting Firms: Provide evidence of ten years of experience in conducting similar surveys and ensure that the survey conducting team includes HR professionals with at least 5 years of experience in employee satisfaction surveys.		

Question	Response	Page Ref from the proposal
Reporting and Communication:		
Outline your plan for reporting survey findings to the ICDDR,B Senior Management Team and relevant stakeholders.		
Describe how you intend to communicate survey results internally to staff members.		
Evaluation and Follow-up:		
How will your organization assist ICDDR,B in evaluating survey results to identify priority areas for improvement?		
Provide details on your approach to developing a follow-up plan to monitor the progress of implemented actions and ensure continuous improvement.		
Additional Information:		
Provide any additional information or unique aspects of your proposal that you believe are important for consideration.		
References:		
Provide contact information for at least two clients who can serve as references for similar projects.		

Annex - 1:

Sample Cover Letter

[Proposer: Insert date]

Director, Supply Chain Management
icddr,b
68 Shaheed Tajuddin Ahmed Sharani
Mohakhali, Dhaka 1212
Bangladesh

Reference: Request for Proposals # icddr,b/SCM/OTM/NS-23-5007

Subject: [Proposer: Insert the name of your organization]'s technical and financial proposals

Dear Sir:

[Proposer: Insert the name of your organization] is pleased to submit its proposal concerning the above-referenced request for proposals. For this purpose, we are pleased to provide the information furnished below:

Name of Organization:	_____
Type of Organization:	_____
Taxpayer Identification Number:	_____
VAT Number:	_____
Address:	_____
Telephone:	_____
E-mail:	_____

we confirm that our proposal, including the financial proposal, will remain valid for 180 calendar days after the proposal deadline.

Sincerely yours,

Signature

Annex - 2:

RECENT REFERENCES RELEVANT EXPERIENCE WITHIN THE PAST FIVE YEARS

Proposer must fill out the sample table below with reference information for at least two, but up to three, projects they have completed that are similar to the project described in this RFP. The information provided must include at least the following minimum requirements:

- ☐ Client name, location, and date of execution;
- ☐ Description of the project and specifically the work done by the Proposer in the project;
- ☐ Contact details for checking references.

	Client Name, Location, and Date of Execution	Description of the Project and the Work Performed	Contact Details for Reference Check
1			
2			
3			

Annex - 3

Template for Financial Proposal (sample)

TO BE RETURNED ON THE PROPOSER'S LETTERHEAD

SUMMARY OF COST PROPOSAL	
Item	Costs In BDT
Cost (including AIT) for Staff Satisfaction Survey:	
VAT Amount 15%:	
Grand Total:	
In words:	

We, the undersigned, hereby accept in full icddr,b General Terms and Conditions, and hereby offer to design, conduct and deliver the services listed above in conformity with the specification and requirements of icddr,b:

Bidder's company name: _____

Address: _____

Name of the authorized person: _____

Designation: _____

Place, Date, Seal & Signature: _____