



**Funded by
the European Union**

TERMS OF REFERENCE

for the selection of a sociological company to carry out a baseline study within the INSPIRED Moldova project, focused on the assessment of CSO's capacities in policy dialog, advocacy and digital capacities.

Type of Request: Open Call

Issue Date: 04.11.2024

Deadline for Submission of Offers: 12.11.2024, 10:00 a.m.

CONTEXT

About the Project

The „INSPIRED Moldova” project aims to contribute to a conducive environment for civil society in Moldova by empowering civil society organisations (CSOs) to engage in policy discussions at all levels actively. Taking advantage of the momentum generated by the EU accession process, the action will facilitate policy dialogue processes on civil society, enabling the environment and relevant plans and programmes to be drawn from the accession negotiations. Recognising the importance of prioritizing democracy strengthening in the EU's new fundamentals first accession methodology, the initiative will enhance CSOs' capabilities to act as catalysts of democracy at both national and local levels and in the digital sphere. Moreover, the Action will support collaborative efforts to nurture an inclusive and participatory environment conducive to improving public participation, including advancing underrepresented groups and women in Moldova.

This survey is conducted within the INSPIRED Moldova project, funded by the European Union and implemented by a consortium led by the European Partnership for Democracy (EPD), and composed of CPR Moldova, CONTACT Center, People in Need, ALDA - European Association for Local Democracy and Democracy Reporting International (DRI).

About the Study

The proposed baseline study aims to provide a comprehensive understanding of the capacities and challenges faced by civil society organisations (CSOs) in Moldova. This study combines both quantitative and qualitative methods to ensure a holistic view of CSOs' policy dialog, advocacy and digital capacities.

The sociological company is expected to conduct a survey on a sample of approximately 350 CSOs that will capture a broad spectrum of data across various regions legal forms of registration (public associations, foundations, private institutions, and local action groups).

Data collection should be performed using the CATI method.

**IMPLEMENTATION PERIOD:
November - December 2024.**



Funded by
the European Union

TASKS FOR THE SELECTED COMPANY AND DELIVERABLES:

	Deliverable	Responsibilities
1.	Preparing the study	• Sample design; • Formatting the questionnaire (The questionnaire will be developed by experts hired by CONTACT and coordinated with the sociological company) • Piloting the questionnaire. • Improvement of the questionnaire according to the piloting results; • Translation of the questionnaire into Russian; • Preparation of the database layout; • Preparation of instructions for operators; • Training of operators.
2.	Data collection - the survey	• Application of the questionnaire at the national level; • Enter the questionnaires into the database; • Correcting and labelling the database
3.	Report preparation and presentation	• Statistical analysis of preliminary data; • Preparation of the statistical report, which will include frequency analysis, description of the research process, how the sample was designed, the results of the piloting, the problems the company encountered during the research and how to overcome them; • Presentation of data in tabular and diagrammatic form; • Methodological report.

ELIGIBILITY: The competition is open to companies or organizations from the Republic of Moldova that have at least 3 years of experience in providing similar services to civil society organizations, projects and donors.

SUBMISSION OF OFFERS

Offers must be submitted in electronic format to the email address: concurs@contact.md by **November 12, 2024, 10:00 a.m.** with the mention **Baseline Study Offer** in the subject line of the email.

THE TENDER DOSSIER SHALL INCLUDE THE FOLLOWING DOCUMENTS:

1. A brief presentation of the company outlining the company's capacity to provide the requested services, including the company's experience in providing similar services to civil society organizations, projects and donors.
2. CVs of persons who will be involved in the preparation, collection, monitoring of the research process and analysis of the data collected;
3. Detailed description of the methodology applied at the piloting stage of the questionnaires;
4. Description of the data processing methods;
5. A draft estimated work program for carrying out the tasks described in this document.
6. Three references from clients to whom you have provided similar services in the last 3 years.
7. Copy of the extract from the State Register of Legal Entities.
8. The financial offer.



Funded by
the European Union

The financial offer

The offer shall be presented on the company's letterhead or shall be accompanied by the company's full contact details (official name, address, e-mail, bank details, contact person, telephone) and shall be signed by the authorized person. Prices will be expressed in Moldovan lei with 0% VAT.

EVALUATION CRITERIA FOR TENDERS:

Tenders will be evaluated according to the following evaluation criteria:

Criteria	Obligatory requirements	Maximum score
Company's experience and availability of human and technical resources to achieve the objectives of this procurement	- At least 3 years of successful working experience in conducting sociological research on the Moldovan market, technical (software) and human capacity, demonstrated by the CV of the company and experts - Good company reputation demonstrated by at least 3 references.	30
Description of the working methodology and feasibility of the action plan	The working methodology is clearly described, the action plan is clear and corresponds to the deadlines indicated in the TOR.	40
Financial offer	The offer presented on the company's official letterhead in MDL, VAT 0%.	30*
TOTAL		100

*The evaluation of the financial offer is carried out according to a formula as follows:

Variables:

$\sum \text{offer}$ = amount proposed in the financial offer;

$\sum \text{min}$ = the amount proposed in the lowest financial offer;

The score offered for the financial offer $P_{\text{fin}} = 30 * \sum \text{min} / \sum \text{offer}$.

QUESTIONS FOR CLARIFICATION

Questions regarding the terms and conditions of the bid solicitation should be addressed in writing to: info.ong.contact@gmail.com by November 11, 2024, 5:00 p.m. with **Baseline Study Clarifications** in the subject line of the email or by phone at 068386664.