

# MOLDOVA RURAL CONNECTIVITY PROJECT

## Terms of Reference

### Beneficiary Satisfaction Survey at the Project Initial Stage (Baseline Study)

#### 1. Introduction and Background

Moldova Rural Connectivity Project (MRCP) is financed by the World Bank and will support the country to improve climate-resilient road connectivity in rural communities, enhance road transit through border crossings with Romania and respond promptly and more effectively to crises and emergencies.

MRCP will finance the rehabilitation and upgrading of approximately 100 km of three priority local roads with climate-resilient design to improve reliable, all-weather connectivity to markets, schools, health, and other social and economic centers. The works include road safety measures in the proximity of schools and settlement areas. Works will also include non-motorized transport infrastructure along and adjacent to roads. Construction works will be complemented with road safety educational and informational campaigns with the aim to raise awareness and educate the public about road safety measures and practices.

Another component of the project is to improve the functionality of the Border Crossing Points (BCPs) between Moldova and Romania. A new road BCP will be constructed at Ungheni with modern customs processing, weighting and scanning facilities. Modernization of Giurgiulesti and Leuseni BCPs is also part of the project.

The Project Development Objective (PDO) is: (i) to improve climate-resilient road connectivity in selected rural communities; (ii) to enhance road transit through selected border crossings with Romania; and (iii) in case of an Eligible Crisis or Emergency, to respond promptly and effectively to it.

#### 2. Project Description

##### 2.1. Project Components

***Component A: Linking local communities with economic opportunities, EUR 134.85 (IBRD EUR 69.99 million; IDA EUR 5.6 million; GOM EUR 58.78 million)***

***A.1: Climate resilient local road links, EUR 124.60 million (IBRD EUR 60.75 million; IDA EUR 5.60 million; GOM EUR 58.25 million):*** This subcomponent will finance the rehabilitation and upgrading of approximately 95 km of three priority local roads with climate resilient design to improve reliable, all-weather connectivity to markets, schools, health, and other social and economic centers. The works include road safety measures in the proximity of schools and settlement areas. Project roads will be under maintenance contracts (including winter maintenance and emergency repairs) to ensure that investments are sustained over time. One of the three contracts will be tendered following the Design and Build Contract methodology.

***A.2: Community inclusion & accessibility (IBRD EUR 1.85 million):*** This subcomponent will finance: (i) interventions complementary to the road works in (A.1) including those requested by communities along the roads, and (ii) Non-Motorized Transport (NMT) infrastructure along and adjacent to Project roads. These community requested road works are located along or in the proximity of the three road corridors to be rehabilitated under Component A.1 and will similarly integrate climate change considerations to the extent possible.

***A.3: Safer roads for Moldova (IBRD EUR 3.69 million):*** This subcomponent will finance: (i) Remediation of road safety "black spots" at up to 6 priority locations.; (ii) Road safety educational and

informational campaigns which aim to raise awareness and educate the public about road safety measures and practices. The campaigns will be designed to target specific audiences and address key road safety issues relevant to the Moldovan context.

A.4: Project Supervision related to A.1, A.2 and A.3 (IBRD EUR 3.71 million): This subcomponent finances consultancy services for the supervision of activities in A1, A2 and A.3.

***Component B: Facilitating trade and expanding Solidarity Lanes, EUR 37.98 million (IBRD EUR 18.99 million; GOM EUR 18.99 million)***

This subcomponent will enhance capacity and improve the functionality of the Border Crossing Points (BCPs) between Moldova and Romania. These investments include upgrades to access roads with climate resilient design and will be complemented by simultaneous modernization investments on the Romanian side of the BCPs that will be implemented by the Romanian Government.

B.1. Construction and Road access to BCPs (Ungheni) (IBRD EUR 7.42 million; GOM EUR 7.42 million): A new access road to the BCP will be developed at Ungheni to climate resilient standards and with modern customs processing, weighting, and scanning facilities and truck terminal. The BCP will be connected through a 0.5 km access to the national road network, for which a feasibility study is already available.<sup>1</sup> The subcomponent also finances consultancy services for feasibility studies, supervision, and monitoring services. The MCS will be responsible for the procurement and installation of equipment.

B.2. Solidarity Lane customs facilitation & BCP upgrades (Giurgiulesti) (IBRD EUR 2.30 million; GOM EUR 2.30 million): This subcomponent will encompass the following activities: (i) carry out a feasibility study for traffic management; (ii) Expansion of the capacity of the existing parking/waiting facility in Giurgiulesti area and improving basic services such as toilets and water supply points for truckers; (iii) Procurement and installation of scanning equipment and software at the BCP facility; (iv) Supervision services.

B.3: Road access and modernization of Leuseni/Albita BCP (IBRD EUR 9.26 million; GOM EUR 9.26 million): This subcomponent will finance the upgrade of the BCP at Leuseni and expansion and improved climate resilience of the access road to the BCP.

B.3.1 Upgrade of BCP at Leuseni: The BCP upgrade will take place in two stages. Stage 1: full refurbishment of the existing freight entry facility and the passenger car exit facility; Stage 2: construction of a new freight exit facility. The subcomponent also finances procurement of fixed and mobile customs equipment and consultancy services for feasibility studies, supervision, and monitoring services.

B.3.2 Access Road to Leuseni BCP: The works involve: (i) using climate resilient design to widen the existing 1 km two-lane access road to four lanes, in line with the standards of a similar access road on the Romanian side; (ii) consultancy services for feasibility studies, supervision and monitoring services.

***Component C: Building sustainability, delivery capacity and project management support, (IBRD EUR 3.42 million)***

C.1. Project audit (EUR 0.92 million): This subcomponent will finance: (i) annual project audits; and (ii) Monitoring consultants for the Design and Build contracts as well as supervision consultants for the remaining civil works under Component A.1.

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<sup>1</sup> Simultaneously, Romania will construct a bridge across the Prut River with a new BCP and 0.5 km access road of the same standard as the Moldovan side access road to the BCP.

C.2: Output and Performance Based Roads Contracting (OPBRC) system; and Road Asset Management System (RAMS) (EUR 0.92 million). Specific activities include: (i) an assessment of the enabling environment for adopting OPBRC, (ii) develop a strategy and implementation plan to guide its adoption; (iii) the development of a strategy and implementation plan to guide the adoption of OPBRC; (iv) training and capacity building on OPBRC matters. The subcomponent also supports the enhancement and full operationalization of the existent RAMS, to include climate resilience and road safety modules and will be interlinked with other systems such as meteorological data. Training and capacity building will be provided.

C.3. Female internship program (IBRD EUR 0.18 million). This Sub-component will help promote female employment in the transport sector, where women are underrepresented by designing and implementing jointly with academia a female internship program to open career opportunities in the sector.

C.4. Incremental operating costs, project management and staff development (IBRD EUR 1.38 million): This subcomponent will include: (i) consultancy support and (ii) incremental operating costs for each implementing entity.

#### ***Component D: Contingent emergency response (EUR 0 million)***

Contingency Emergency Response Component (CERC) (US\$0). This component will enable the reallocation of loan/credit proceeds from other components to provide immediate recovery and reconstruction support following an eligible crisis, as needed. Due to the vulnerability to natural disasters and the precarious regional security situation with potential repercussions on Moldova's stability, the GoM has opted to include a CERC that can be activated in case of an eligible emergency event. Following such an event, the GoM may request the World Bank to reallocate uncommitted project funds to emergency response. The CERC design will be contingent on the impact and type of emergency and will not be a-priori limited to any sectors, regions, or specific activities. CERC- financed activities will be demand- and event-driven and will be detailed in a GoM Action Plan of Activities. An eligible emergency, conditions for triggering the CERC, and a positive list of financed activities will be defined in the project's legal documents, and mechanics of the decision-making process and implementation will be reflected in the CERC Operations Manual, prepared as part of the overall Project Operations Manual (POM).

### **3. Objective of the Assignment (Baseline Study)**

#### **3.1. Overall Objective(s)**

The overall objective of this assignment is to establish the level of satisfaction of people (hereafter referred as 'beneficiaries') directly or indirectly benefitted from the project outcomes. This will be done through beneficiary satisfaction surveys before, during and after the project implementation phases, in order to be able to gauge the changes brought out by the project on the beneficiaries of different demographics such as men, women, youth, elderly, unemployed, disabled, etc. The impacts would relate to (i) the road rehabilitation works, (ii) modernization of three BCP infrastructure and systems, and (iii) 6 (six) improved selected blackspots on different location of the road network.

#### **3.2. Specific objectives will include:**

- i. To develop and carry out a reliable survey to establish baseline on the actual situation from different social groups prior to project implementation;

- ii. To obtain a clear understanding of the expected impact of the Project from different social groups in terms of adequacy and efficiency of project funded services;
- iii. To analyze the data from the survey according to an agreed plan, so that the findings and recommendations can be used by the Implementing Agencies (IA) for ensuring effectiveness and efficiency of the interventions;
- iv. To develop an implementation plan of the findings and recommendations of the survey for use of closing the feedback loop of the beneficiaries.

#### **4. Rationale of the User Satisfaction Survey (Baseline Study)**

At the initial stage of the project, the IA intends to conduct Citizen/User Satisfaction Survey to establish the baseline that will provide a quantitative and qualitative assessment of government performance and service delivery based on users' experience and perceptions. This will give a clear understanding of the situation as regard the satisfaction of the users and beneficiaries on the functions, effectiveness and efficiency of the facilities and services under the project.

In total, three (3) surveys are envisaged: the first to be carried out at the beginning of the project to establish the baseline; the second during the mid-term review; and the third and final one the year before the closing of the project to generate the end-line.

These Terms of Reference seeks services for the first survey only.

The second and the final survey will be contracted at the respective phases of the Project and carried out following the approach and methodology of the first/baseline survey and will demonstrate the overall progress achieved against the benchmarks established in the baselines.

Given the differences of the interventions under the Project components, the types and groups of beneficiaries are likely to vary from one component to another. The survey(s) will follow a sampling approach and content of the survey will be finalized in discussion with the respective implementation agencies in the course of survey preparation.

This survey for measuring beneficiaries' satisfaction to be conducted at initial stage of the project activities will provide implementing agencies with detailed baseline data on knowledge, individual's experience, perceptions, attitudes and practices of communities and institutions on anticipated project activities. This assignment of baseline survey could be presented, inter-alia, in number of forms, i.e., recorded interview, paper questionnaire, outcome of Focus Group Discussions, phone or online survey and the required instruments shall be used in consultation with the implementing agency. However, survey conducted through direct interview should be focused, not take longer time which can result in less thoughtful feedback and undermine the quality of the resulting data and may increase number of drop outs amongst respondents.

#### **5. Scope of Services and Tasks**

##### **5.1. Scope of Services**

A Consultant shall perform consultancy services under guidance and supervision of IA and provide services as detailed below. In specific terms, the scope of tasks and services for the assignment shall include the followings but not limited to:

- a) For the selected beneficiary groups benefiting from the potential road sections to be rehabilitated, blackspot locations to be improved and BCPs to be upgraded/modernized under

the Project (implemented over 5 years) activities, the Consultant shall undertake the social and economic study through review of available information (from National Bureau of Statistics; regional and local authorities), data collection, analysis, questionnaire interviews in selected Project beneficiaries, project stakeholders etc. Based on this information the Consultant will determine the sampling plan for the conduct of pre-project survey. Prepare the Social Survey Study Report that shall present the socio-economic conditions of the population of selected beneficiaries;

- b) Collect and review of all related project documents along with other relevant secondary literature/data/information from IA, World Bank and other sources, related to the assignment;
- c) In consultation with IA, determine the main road and BCPs user/beneficiary groups of the project and criteria/indicator of their satisfaction and develop a methodology to assess their satisfaction;
- d) Develop a single set of questionnaires incorporating questions for specific group of road and BCPs beneficiaries/users. The instrument developed as part of the consultancy should consider the mobility/use patterns of future project beneficiaries disaggregated by gender, income brackets and other socio-economic and demographic criteria. Train and deploy data enumerators and other relevant personnel of the survey team after providing necessary training to carry out pre-testing of the data collection tools;
- e) **Prepare the appropriate survey methodology** with different options for the survey including a statistically significant sample size, data collection tools and roll-out plan for the survey. Consideration should be given to the following aspects when preparing the methodology:
  - Select the appropriate survey methodology in the field and validate it with relevant stakeholders to ascertain the appropriateness of the tools and survey methodology.
  - The survey methodology should provide guidance notes on the use of the survey instruments including questionnaire(s).
  - The Methodology should address the approaches to be taken to select the communities to be surveyed. Methodology for Survey should be approved by IA (WB may also review the draft Methodology for Survey and provide input, as necessary) prior to commencement of further activities specified in this section.
  - The survey instrument should be tailored to track how improvement of the actual road and BCPs conditions will impact beneficiaries' (including women) lives, as measured by access to schools, health facilities, markets; reduced waiting times, improved traffic flows and user experience at BCPs.
  - Methods should include individual interviews with representatives of key beneficiary groups and focus group discussions with a sample of the group members disaggregated for gender, ethnicity and other demography. Consultants should explore all modern methods of survey collection including mobile apps.
  - The beneficiaries' feedback should inform the designs of future similar interventions. The methodology should examine the extent to which the population of interest faces constraints in terms of accessibility, reliability, affordability and safety of public transport and road transportation and efficiency of border traffic flows.
- f) Carry out baseline surveys including focus group discussions, interviews with the road (including the blackspot improvement locations) and BCPs users/beneficiaries and other relevant stakeholders to collect additional complementary information/data for the survey; and
- g) Review and analyze the collected data and based on this analysis, prepare a Draft Final Report with recommendations that could be subsequently used by the Client (the Employer) to improve the effectiveness and efficiency of the project's interventions to the benefit of the road/blackspot locations and BCPs users/beneficiaries. This includes making a series of slide presentations at the Client's (Employer's) office as well as at the relevant ministry.

## **5.2. Specific Tasks**

### **A. Mobilization and preparing survey sample and drafting the survey form**

- In close consultation with SRA, MCS, the National Bureau of Statistics (NBS), and the World Bank, the Consultant will draft a survey instrument covering social, economic, and travel behavior dimensions of beneficiaries/users within the project's geographical area. The survey instrument will aim to span approximately 30 minutes and should capture basic information about adult household members (+18 years) of all genders;
- The Consultant will pilot the survey instrument and make revisions as needed for clarity, time to administer, calibration of questions, etc. This will be done in consultation with SRA, MCS, National Bureau of Statistics, and the World Bank;
- In consultation with the National Bureau of Statistics, the Consultant will define enumeration areas from which to draw a sample of beneficiaries/users for administering the survey. The Consultant will subsequently draw a 600-beneficiaries/users sample from the proposed enumeration zones;
- The Consultant's final survey instrument and methodology will be subject to SRA's final review and approval. Once approved, the Consultant will publicize the survey in conjunction with NSB in advance of full-scale survey work.

The outputs of this task will include: (i) a final survey instrument with the rationale for the choice; and (ii) the final sampling plan.

### **B. Organizing the survey team and quality control procedures**

- The Consultant will hire a suitable number of supervisors and surveyors based on the requirement to complete the surveys successfully within a period of 4 weeks or less.
- The Consultant will develop and execute procedures for: (i) management of survey teams; (ii) transporting teams to / from survey locations; (iii) quality checking of completed interviews on a daily basis; (iv) call-back up to 3 times when beneficiaries/users are not home; and (v) substituting a new beneficiaries/users sample when a survey form cannot be completed due to refusal or when call-backs exceed 3 times; or baseline respondents have moved/missed during midline/endline survey, and (vi) other management tasks as required for successful data collection and quality control.
- The Consultant will train all survey staff thoroughly and will use the pilot surveys to test various approaches to quality control, surveyor training, and survey execution.

The outputs of this task will include: (i) a quality control plan and procedures that the Consultant will follow when administering the beneficiaries/users survey.

### **C. Survey implementation and quality checking**

- The Consultant will undertake the beneficiaries/users survey using the approved instrument, sampling plan, and quality control plan procedures. Completed instruments will be scanned and provided electronically to SRA.
- Each day's survey results will be entered into a spreadsheet and basic tabulations showing key statistics will be prepared and compared to results of the most recent living standards survey conducted by the National Bureau of Statistics. This will serve as a quality check on the

following in each enumeration area: (i) average household size; (ii) average stated wages and salaries income; and (iii) average number of vehicles owned.

- Running averages should also be compared against each day's data. Additional statistics such as average trips per household by wages and salary income bands will be calculated and sense checked as appropriate.

The outputs of this task will include: (i) completed and scanned survey instruments; (ii) preliminary tabulations based on daily data collection (accessible to SRA and the World Bank in real time).

### **Prepare key tabulations**

In addition to basic statistical analysis, the Consultant will compile key tabulations relating to:

- *Household information record* with sample unique household ID details, enumeration zone details, address, geo-code, type of house, number of family members, visitors and employees on night shifts, reported annual wages and salary income, number of vehicles by type and basic summaries of travel behaviors.
- *Household member information* linked to household ID and enumeration zone. Details include the age and gender of each household member (aged 6 years or older) for up to 7 members and up to 3 employees along with details of occupation, driving license availability and access to a car or motorcycle and general propensity to travel. Where household samples are identified to exceed these member and employee limits, the surveyor will be asked to supplement the survey form with a second form to gather information on additional family members and their trips. Very few families are expected to exceed the stated limits.
- *Travel activity information for regular travel* linked to household ID, enumeration zone and household income range. For each household member aged more than 6 years and employee (that did not report in the earlier form that they 'seldom go out'), linking to their age and gender, details of all regular trips made on the previous week along with origin and destination, time of departure and time of arrival, trip purpose, travel mode/ means and intermediate trip destination.
- *Stated opinions on the local road network and safety in the household's vicinity* linked to household ID, enumeration zone and household income band. This should include travel safety perception from the point of view of diverse road-user groups, such as pedestrians, cyclists, cars and public transport-users.

Results should also be disaggregated by gender of respondent and their role in a given household. The basic tabulations will include:

- Frequency responses (absolute and %) by key question in each form by 'sector' (a grouping of several traffic zones that in turn consist of an average of three enumeration areas);
- Some basic cross-tabulation e.g. vehicle availability by stated wages and salary income band by sector;
- Household vehicle ownership by income level, annual vehicle mileage by number of vehicles owned per household;
- Trip frequency by household, person, gender and by household income level in aggregate, by traffic zone, and by sector;
- Trip origin and destination by trip purpose, gender, mode and household income level by key origins and destinations and day of travel; and

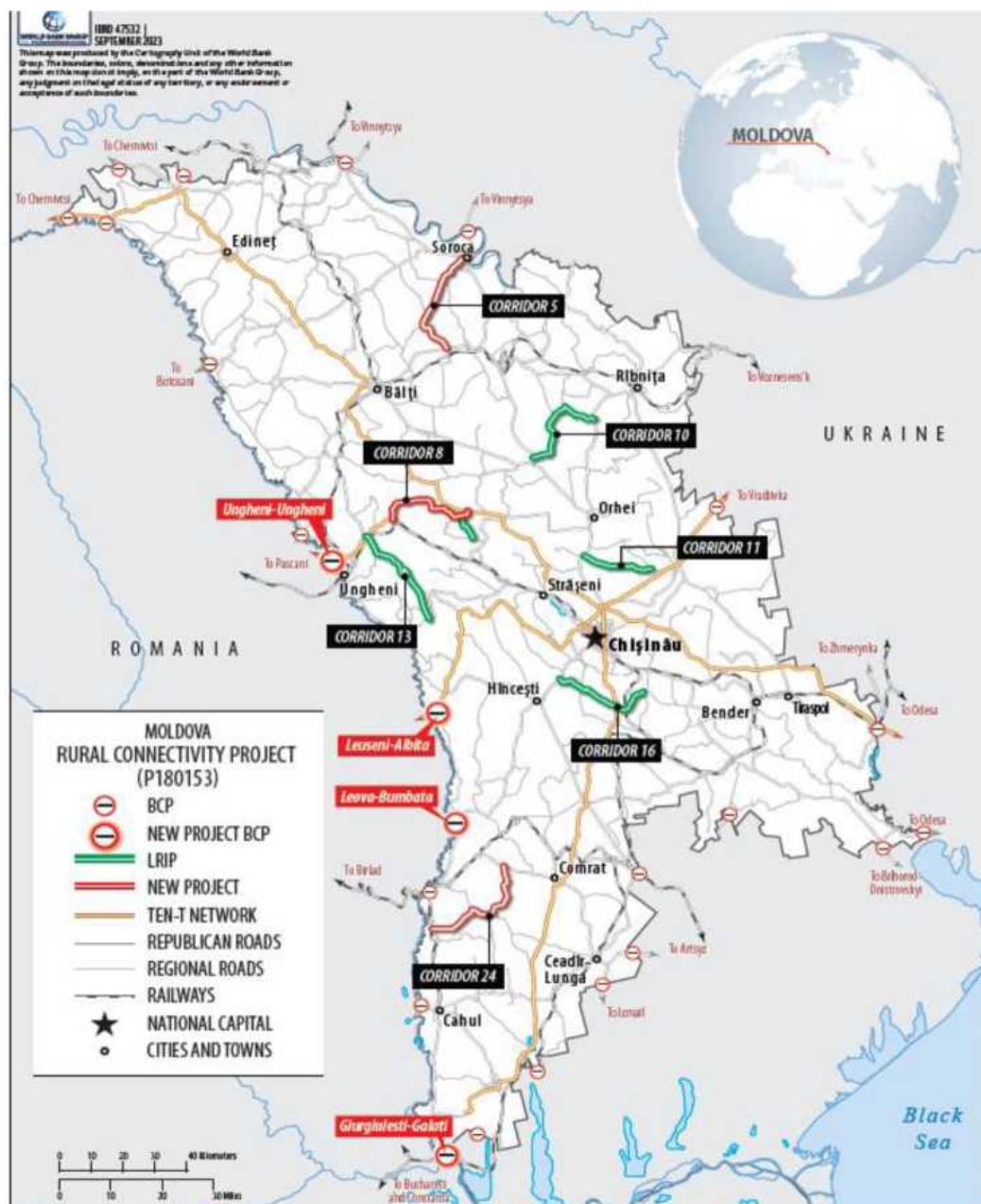
The Consultant will expand on this list of tabulations with others that they consider would be useful given the objectives of the assignment.

## **6. Location of Survey Area**

A total of **35 – 40** representative/settlements and BCPs located in Giurgiulesti, Leuseni and Ungheni within the project's catchment area will be selected by the IA and the Bank in close consultation with the Consultant.

The survey will cover the various project areas such as the localities along the affected road sections and Border Crossing Points, Passenger Terminals, Cargo Terminals, neighboring settlements offices etc. as mentioned in the project description above and in the Figure 1 as bellow:





## 7. Approach and Methodology

The survey will adopt quantitative and qualitative methods and the Consultant will clearly mention it in detail in his Technical Proposal. Survey questionnaires will be used to collect the quantitative data whereas a number of other instruments may be used for qualitative information/data which will include: focus group discussions, key informant interviews, public consultations, etc. All the tools used for the survey will be decided during the inception phase in consultation with the Client and will be clearly detailed in the Inception Report.

While carrying out the survey, the Consultant will identify the areas/issues against the interventions under all components of the project to determine the level of satisfaction of the users/beneficiaries on the services set up/provided under the project and which will be used as benchmarks for the subsequent second and third/final surveys. The areas for benchmarks will be decided in discussion with the Client before the survey starts.

A representative statistically significant sample size shall be determined for the survey in consultation with the Client's representatives. Depending on components, the sampling unit may be either households or individual user/beneficiary and will be decided for each component according to agreed catchment area(s). Particular attention will be paid to the women and ethnic and religious minority and persons with disability in deciding the sampling units.

## **8. Implementation Time Frame**

The tentative total duration of consulting services for beneficiary perception assessment is 4 (four) months from the date of signing contract. Further extension may be agreed upon justification as well as the requirements and budget provision of the project.

## **9. Key Deliverables**

The Consultant will prepare and submit to the Client the reports as summarized below both in the Romanian and English languages (1 copy in Romanian and 1 copy in English) and will additionally make these report available electronically.

**Inception Report:** The Inception Report which will be submitted within 2 (two) weeks from the date of contract signing. Report shall include inter-alia, appropriate methodology, detailed Work plan for data collection, sampling, timeline, roles and responsibilities of researchers of the particular assignment and draft outlines for various reports. Inception Report should be shared with the Bank and a presentation should be organized accordingly.

**Methodology for survey** (including research questionnaire(s) and approaches taken for selection of communities to be surveyed). It is expected that the consultant carries out relevant cross-tabulations and desagregation to examine more specifically the responses of women, elderly, low-income groups and other vulnerable road users, such as motorcyclists and pedestrians - in 1 month from the date of contract signing.

**Draft Final Report:** The comprehensive draft communities social survey report with recommendation which will be submitted at the end of the 3rd month of contract signing or within 7(seven) days after completion of the field work of survey, whichever is the earliest. The Consultant will make a presentation of the draft report to the Client and comments/feedback received from the presentation will be incorporated in the final report. The report should be both in English and Romanian.

**Final Report:** The final report and presentation of the results will be submitted within 4 months seven days after the findings dissemination workshop based on the draft report. The main report should include a summary of the sampling strategy, a short description of the socio-economic profile of road users, the explanation of how the road user satisfaction index was constructed, a summary of findings, and some policy implications and recommendations drawn from the survey responses. The report should be in English and Romanian.

## **10. Experiences, Skills and Competencies Required for the Prospective Consulting Firm**

SRA intends to engage a local company or non-government organization as the Consultant for Social Survey Study.

The Consultant shall have prior experience in conducting similar studies for development projects. In particular, the prior experience shall cover survey design and implementation, including data entry, data verification, analysis and reporting.

The Consultant shall mobilize the professional team consisting of competent experts to implement the current assignment. A multi-disciplinary team of researchers with advanced degrees in social science and experience in qualitative, quantitative and participatory research shall be engaged. The team is expected to have at least some understanding of gender differences in the use of public transportation and road infrastructure and the reasons for it, and some experience in conducting gender analysis in this area.

The Consultant will appoint a Team Leader responsible for coordinating the works, ensuring involvement of relevant experts in the works and timely delivery of high-quality outputs, as well as liaising with the SRA. Fluency in spoken and written English and Romanian in the team is required.

During implementation of this assignment the Consultant shall use its office, vehicles and equipment and onsite questionnaire operators.

## 11. Institutional Arrangements

The Consultant, throughout the assignment, will work closely with the Client's representative(s) who will take regular feedback and make decisions associated with the assignment.

## 12. Facilities to be provided by the Consultant

During the study, the Consultant shall provide all the facilities for their staff and other logistical requirements on their own to fulfil their obligations. These will also include support staff and office facilities, onsite questionnaire operators, office equipment and supplies, required equipment (including cell phone sets with app to all the interviewers) and materials for field data collection, vehicles, and communications as required. The Consultant will set out the requirements in the Technical Proposal and provide the financial cost estimates for these in its Financial Proposal.

## 13. Facilities to be provided by the Client

The Client will provide the Consultant with all available studies and reports and data relevant to the services. The Client will provide access to the related government offices and information required for the study and shall provide assistance where the Consultant, for the purpose of executing these services, needs to coordinate with other Government agencies, and non-government agencies. The Client will also participate in all stakeholder consultation events, with the technical and logistical support of the consultant as required.

## 14. Procurement Method

Selection Based on the Consultant's Qualifications (CQS) method in accordance with the procedures set out in the World Bank's Regulations.

## 15. Response to the Request for Expression of Interest and evaluation

The following shortlisting criteria and weightings for each criteria/sub criteria will apply in evaluation of the EoIs and shortlisting of the consultants:

Criteria • Sub criteria	Weighting	Points
<b>Company Profile</b>	30 %	30
• Core business and years of experience	10 %	10
• Technical and administrative capacity	10 %	10
• Financial strength	10 %	10
<b>Experience</b>	70 %	70
• Experience of consultant specific to the assignment	60 %	60
• Experience of consultant specific to region	10 %	10

For evaluation of EOIs, the following rating system for each criterion and sub-criterion will be used:

Ranking	Percentage of the maximum score allocated to the criterion and/or sub-criterion (%)
Excellent	96 - 100
Good	81 -95

Satisfactory	70 - 80
Unsatisfactory	0 - 69

Consultants shall include in their EoIs the information, which provides sufficient description of the respective aspects to be evaluated.

The highest ranked Consultant, after being shortlisted, will be provided with RFP, requesting Technical Proposal and Financial Proposal in accordance with the procedures set out in the World Bank's 'Procurement Regulations for IPF Borrowers: Procurement in IPF of Goods, Works, Non-Consulting and Consulting Services,' dated September 2023.

Consultant's financial proposal will need to include all the expense on personnel, training, transport, survey logistics/equipment and all other required logistic supports including customization of survey app, license of software if required, as well as other direct and indirect costs including overhead necessary to execute the services and reporting, and complete the required jobs as mentioned in the Terms of Reference.

## **16. Payment**

The services will be implemented under a Lump Sum contract and payments will be made upon satisfactory delivery and acceptance of the final reports, as it will be outlined in the contract, and as it is summarized below:

- 1) 30% of the Contract Cost will be paid to Consultant after receipt and approval by the Client of Inception Report, detailed Work Plan and Methodology for Survey;
- 2) 30% of the Contract Cost will be paid to Consultant after receipt and approval by the Client of the Draft Report on Social survey;
- 3) 40% of the Contract Cost will be paid to Consultant after receipt and approval by the Client and by the Bank of the Final Report on Social survey.

Financial Proposal of the Consultant shall include all the taxes envisaged by local legislation.