

CALL FOR SERVICE PROVIDER & SCOPE OF WORK

General Information

Grant no:	2025/488-600
Project Implementer:	Center for economic analyses - CEA Skopje
Type of action:	Grant EU for Rule of Law (IPA 2021))
Program	EU for Rule of Law (IPA 2021) EuropeAid/183031/DD/ACT/MK
Title:	Strengthening Integrity in Climate Finance: Transparent & Accountable Climate Finance for Corruption Prevention
Internal short title:	Climate Finance
Project start date:	3/12/2025
Project end date:	02/06/2028

Subject: Telephone Public Opinion Survey Services

Location: North Macedonia, with focus on specific 9 municipalities

Start/End Date: 15.08.2026 – 15.09.2026

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1. Project Background & Context

The project “*Strengthening Integrity in Climate Finance: Transparent and Accountable Climate Finance for Corruption Prevention*” aims to strengthen the integrity, transparency, and accountability of climate finance at the local level in North Macedonia, reducing corruption risks and optimizing public resource allocation.

Climate finance is increasingly channelled through complex public finance management (PFM) systems at both central and local levels, involving state budget allocations, donor and EU funds, reimbursement mechanisms, and municipalities' own-source revenues earmarked for environment and climate-related actions. Within this framework, public perception and civic oversight are vital components for identifying structural vulnerabilities and building institutional integrity.

As part of the project activities, a representative public opinion survey will be conducted to systematically assess citizens' perceptions, awareness, and attitudes related to climate finance, transparency, accountability, and corruption risks in climate-related investments and public spending.

2. Objective and Scope of Engagement

The objective of this engagement is to select a qualified service provider (consultancy or research agency) to organize, implement, and process a representative nationwide telephone survey among citizens of North Macedonia.

The service provider will be responsible for organizing and implementing the fieldwork, collecting data, ensuring quality control, and delivering a clean and analysable dataset and processed data report.

The questionnaire will be fully developed and provided by the project team of CEA in Macedonian language.

The estimated duration of the questionnaire is up to 8 minutes per respondent.

3. Scope of Work and Key Responsibilities - Detailed Tasks & Responsibilities

The selected service provider will be responsible for:

3.1 Survey Implementation

- **Target Sample Size:** Conduct the telephone survey among a minimum of 1,000 respondents residing across North Macedonia as a representative sample for the country
- **Geographical Distribution:** The sample must ensure rigorous, statistically reliable representation across the following specific targeted 9 (nine municipalities): Struga, Kochani, Delchevo, Kriva Palanka, Sveti Nikole, Gazi Baba, Bosilovo, Demir Hisar, and Bogovinje. The provider shall propose a distribution methodology across these sites to ensure demographic validity.
- **Fieldwork Operations:** Provide professional telephone interviewing infrastructure, utilize trained interviewers, and deploy internal verification mechanisms to validate collected responses in strict compliance with applicable data protection regulations.

The service provider shall propose an appropriate distribution of respondents across municipalities while ensuring adequate representation and statistical reliability.

LANGUAGE REQUIREMENT - While this Call for Proposals, contractual communication, and general administrative reporting are conducted in English, ALL public-facing field operations, interviews, and final delivery outputs (including dataset labels, codebooks, technical notes and report) MUST be compiled and delivered exclusively in the Macedonian language.

3.2 Data Management and Deliverables

The service provider shall provide:

- Complete survey dataset in editable and analysable format (Excel, CSV and SPSS format)
- Codebook describing variables and response categories
- Short technical methodological note including:
 - Sampling approach
 - Number of completed interviews
 - Response rates
 - Quality assurance procedures
- Analytical report with variation across regions

DATA PROTECTION NOTE - All personal data must be processed in accordance with applicable data protection regulations.

3.3 Quality Assurance

The service provider shall:

- Ensure data consistency checks
- Remove duplicate or invalid responses
- Conduct supervision and quality control of interviewers
- Ensure that all completed interviews meet the agreed quality standards

4. Optional Financial Proposal

In addition to the mandatory financial offer for the initial survey implementation, applicants are invited to submit an OPTIONAL separate financial proposal ONLY for conducting a follow-up survey approximately twelve months after completion of the first survey.

For the follow-up survey:

- The same questionnaire would be administered.
- Reaching the same respondents is desirable but not mandatory.
- Priority should be given to ensuring that the survey is implemented within the same municipalities and regions.
- The follow-up survey would be used for comparative analysis of results over time.

NOTE - Submission of this optional financial proposal will not influence the evaluation of the mandatory assignment and is requested solely for planning purposes.

5. Level of Effort & Timeline

- **Primary Survey Window:** The fieldwork execution and data entry shall be implemented within the targeted operational window given above.
- **Final Delivery:** The final analytical report, complete clean dataset, codebook, and methodological notes must be officially submitted no later than the mentioned timeframe.

6. Qualifications & Experience Requirements

1. Demonstrated organizational experience in implementing public opinion research, social science data collection, and processing raw survey data into professional analytical policy or research reports within North Macedonia.
2. Proven technical infrastructure, including available CATI (Computer-Assisted Telephone Interviewing) facilities or equivalent professional systems, paired with a pool of trained interviewers.
3. Robust internal data validation, supervision, and data quality control mechanisms.
4. Strong analytical writing capacity, with a track record of transforming quantitative statistical tables into scannable narrative reports.
5. Native or bilingual fluency in Macedonian (the mandatory language of execution for field operations and deliverables) and professional proficiency in English (for administrative procurement coordination).

7. Application Procedure

Interested applicants are invited to submit their applications by email to:

ceaorgmk@gmail.com

Deadline for submission: 09.07.2026, 16:00 h CET

Subject line: Offer for Telephone Survey Services, CEA – [Name of Applicant/Organization]

Required documents:

1. Company Profile / CV

- a. A brief description of the organization, including relevant experience in conducting public opinion surveys, telephone surveys, or social research, with reference contact of a client for at least three similar tasks in the last 2 years – confirmation letters of satisfactory completion of similar contracts from clients are preferred and valued.
- b. CV of the key coordinator of the task if selected.
- c. Excerpt of the company from the Central Registry - Tekovna sostojba - not older than 6 months

2. Technical Proposal (maximum 3 pages)

The technical proposal should include:

- Understanding of the assignment

- Proposed methodology
- Sampling approach
- Quality assurance procedures
- Timeline for implementation
- Expected outputs elements

3. Financial Proposal

The financial proposal should clearly indicate:

- Total gross amount in MKD (with and without VAT), all costs included
- Any assumptions related to implementation's financial construction

Applicants may additionally submit a separate optional financial proposal/offer for the follow-up survey described in Section 4.

IMPORTANT – Both the technical proposal and financial proposal need to be sealed and signed by the authorized person of the entity

8. Payment

Payment will be made upon successful completion of the assignment and submission of all agreed deliverables, including:

- Completed fieldwork
- Clean dataset
- Codebook
- Methodological note
- Analytical report

Payment will be processed following review and formal approval of deliverables by CEA.

9. Evaluation Criteria

1. Technical Evaluation (60 Points)

Relevant Experience – 30 Points

Assessment of:

- Experience in telephone surveys
- Experience in public opinion research
- Experience in data collection and survey implementation
- References from similar assignments

Methodology and Capacity – 30 Points

Assessment of:

- Clarity of thought/understanding of task
- Proposed sampling methodology
- Rigour and feasibility of approach
- Quality assurance procedures
- Capacity to complete the assignment within the required timeframe
- Availability of trained interviewers and technical infrastructure

Only applicants scoring a minimum of 50 points out of 60 in the technical evaluation will proceed to financial evaluation.

2. Financial Evaluation (40 Points)

Financial proposals will be evaluated using the following formula:

$\text{Lowest Price} / \text{Offered Price} \times 40 = \text{Financial Score}$