

Request for Quote – IAP2 Australasia Community Survey 2020

IAP2 Australasia and, in partnership with the IAP2 Research Working Group, seeks a qualified researcher to respond to this Request for Quote (RFQ) to develop, analyse and report the results of its 2020 IAP2 Australasia Community Survey, namely a *Findings Summary Report* (Report 1) to be published for members and *Detailed Findings Report* (Report 2) for IAP2 Australasia Board of Directors and Management.

1. Background and purpose

This project is aligned to IAP2 Australasia's Strategic Plan item 2.1 Our members are at the heart of everything we do.

Annual Member Surveys or Community Surveys have been conducted on a regular basis. The Survey aims to track member satisfaction and the strategic performance of the organisation, to gather feedback on our services / offerings, ensure IAP2 Australasia understands the needs of its members, and on what else we can do to support our members and the community and stakeholder engagement sector.

The key objectives are to:

- identify what is working well and areas for improvement;
- receive input from members on the challenges and opportunities facing them to ensure IAP2's understanding of its membership is up to date;
- understand members' perception on how well the Association has met the diverse needs of all segments of our membership;
- understand members' perception on the value of IAP2 Australasia membership, so that we can focus on what matters most and creates value for our members;
- generate a detailed findings report that informs and influences Management / Board decision making, including a number of strategic recommendations;
- produce a summary findings report to share with members.

2. Project Deliverables and scope

The scope of work recognises the following:

Project management

The successful party will be required to have close liaison throughout the project with IAP2 Australasia and the IAP2 Research Working Group, including:

- Review and provide recommendations for amendments to the survey instrument used in IAP2 Australasia's prior customer service surveys.
- Regular report backs and liaison throughout the fieldwork period.
- Briefing and ongoing discussions regarding programming changes of online survey and data analysis requirements for survey.

Survey

- Incorporate the approved changes to the survey questionnaire.
- Scripting and hosting of the online survey.

Analysis

- Data validation of online survey.
- Coding of open-ended / 'other please specify' responses.
- Data analysis and charting / graphing of findings.
- Preparation of a preliminary Findings Summary Report.
- Preparation of draft Findings Reports based on research findings from the online survey for consideration and review by the IAP2 Australasia management and IAP2 Research Working Group.
- Finalisation of the Findings Reports following comments received by IAP2 Australasia on the draft reports and presenting the findings to the IAP2 Australasia management, IAP2 Research Working Group and the Board.

It is expected that both reports will:

- align with the IAP2 Australasia Strategic Plan;
- recognise the organisational context and constraints;
- include an Executive Summary;
- present and outline, rather than interpret the findings;
- identify and validate the needs of all segments of our membership with respect to how well the Association has met their needs;
- provide insights on how value of IAP2 Australasia membership can be enhanced;
- follow the approved IAP2 Australasia reporting framework;
- adhere to the IAP2 Corporate Style Guidelines, including tone of voice; and
- be provided in a Microsoft Word format (together with supporting documents).

3. Proposed Timetable

RFQ issued	18 November 2020
Quote due date	5:00pm (AEDT), 11 December 2020
If required, interviews with shortlisted parties by IAP2 Australasia and the IAP2 Research Working Group	Week of 14 December 2020
Successful party notified	Week of 21 December 2020
Project commences	January 2021

Briefing with IAP2 Australasia regarding online survey planning and analysis and to discuss changes to 2020 online survey questionnaire.	Week of 11 January 2021
Develop the online survey	1 week
Finalisation of online survey following review and testing by both, contracted party and IAP2 Australasia	1 week
Online survey made available to members and participants	Week of Monday 25 January 2021
Online survey closes	Friday 12 February 2021
Data processing completed for online survey, including data validation	By 5 March 2021
Preliminary findings Summary Report for the Board	By 10 March 2020
Submission of draft Findings Reports	Mid-April 2021
IAP2 Australasia comments	2 weeks
De-brief with IAP2 Australasia regarding comments, required amendments to finalise the reports and presentation format of the findings to Senior Management, the IAP2 Research Working Group and the Board.	Date TBC
Submission of final Findings Reports	Mid to late May 2021
Present the findings to IAP2 Australasia management, IAP2 Research Working Group and the Board.	Date TBC
Report 1 published	June 2021

4. Project Governance

The successful party will be required to enter into a Consultancy Agreement with IAP2 Australasia.

The project is assigned by IAP2 Australasia and day-to-day management of the project will be undertaken by Magdalena Malota, Membership Manager.

5. Resources

There is an up to \$10,000 (excl. GST) budget for this Project. This budget must include all disbursements and expenses. A fee for service contractual arrangement is sought. Contractors are requested to submit their fixed fee as part of this RFQ.

6. Response to Proposal

Interested parties are asked to fill in the table below and submit their responses by **5:00pm (AEDT), 11 December 2020** and send to Magdalena Malota, Membership Manager at magdalena@iap2.org.au

Name of Party	
If a joint submission, list all involved	
Contact Details	
ABN	
Confirm able to deliver according to identified milestones / timeframes	
Specify work conducted for IAP2 Australasia and the Research Working Group in the past	

Relevant expertise and experience with survey questionnaire development and Member Survey Reports
[Maximum of 250 words. No attachments]

Please note: The IAP2 Research Working Group Procurement Policy has set rates of payment at the following:

Rate	Type of Work	Amount AUD (excl. of GST)
Simple	Collation, completing, finding	\$600/day \$75/hour
Advanced	Synthesis, analysis, creating, developing	\$1000/day \$125/hour

7. Assessment Process

The assessment process will be undertaken by the Survey Assessment Panel which will comprise the CEO, the Membership Manager and up to two (2) members of the IAP2 Research Working Group. All submissions will be evaluated based on the following criteria:

- Compliance with RFQ requirements
- Capacity to meet published timeframes – Yes / No
- Vendor qualifications (track record and present capabilities)
- Plan and approach
- Cost
- Collegiality (demonstrated ability to work with others)
- Relevant credentials and references
- Other factors at IAP2 Australasia's discretion

8. Further Information

Intellectual Property and Data: reports developed as part of this RFQ will be the exclusive Intellectual Property of IAP2 Australasia. All working files and data collected as part of this RFQ must be returned to IAP2 Australasia.

Any queries can be directed to:

Magdalena Malota, Membership Manager, IAP2 Australasia

magdalena@iap2.org.au or MB: +61 413 440 685