**PRE-QUALIFICATION QUESTIONNAIRE (PQQ)**

**ITB ARKYE1517**

**PRIMARY RESEARCH SERVICES IN YEMEN**

To: Primary Research Service Providers

From: ARK Group DMCC

Subject: PQQ ARKYE1577 - Primary Research Services in Yemen

PQQ Issue Date: 03 December 2024

PQQ Closing Date: 16 December 2024

PQQ Closing Time: 12:00 hrs AST (GMT+3)

1. **Purpose**

ARK is seeking to contract an experienced primary research service provider to conduct research tasks in Yemen. This Pre-Qualification Questionnaire (PQQ) is the first stage of the invitation to bid (ITB) and aims to select suitable firms to tender for the contract to supply research services to ARK. Firms that meet the necessary criteria will be invited to submit bids for the main contract which will provide the opportunity for suitable suppliers to provide research services to ARK for 12 to 24 months in Yemen.

1. **Description of Entity**

ARK is a stabilisation and development company committed to empowering local communities and beneficiaries in conflict, post-conflict, and fragile areas by providing evidence-based programmatic interventions, policy recommendations, research, and capacity-building. Working with local communities and organisations, ARK seeks to understand and mitigate the adverse effects of conflict and instability, enhance social cohesion and resilience, and promote human security, development, and economic opportunity. ARK is registered in the United Arab Emirates, with branch offices in the Middle East, Asia, Europe, and The Americas.

1. **Background**

ARK is implementing USAID-funded projects in Yemen and has successfully completed the first two years of the programme. With existing contracts nearing their expiration, ARK is seeking to renew agreements or establish new relationships with Yemen-based firms, including those providing primary research services. Therefore, ARK seeks highly experienced research firms to conduct the following research tasks:

1. Key informant interviews (KIIs),
2. Quantitative surveys (random sampling)
3. Quantitative targeted surveys,
4. Focus group discussions (FGDs),
5. CATI surveys,
6. Field observation visits.

Applicants should be able to deliver all six research services and indicate clearly in which governorates of Yemen they are able to provide these services.

1. **Notes for completion**

Answer all questions in the templates provided. Failure to answer all questions may result in your application being disqualified.

All correspondence, including requests for clarification, should be sent to [procurement@arkgroupdmacc.com](https://arkgroupdmcc-my.sharepoint.com/personal/ebicknell_arkgroupdmcc_com/Documents/Documents/procurement%40arkgroupdmacc.com).

You are kindly requested to notify ARK if you intend to respond to the PQQ. This will allow us to inform you of any additional information or changes to the PQQ.

Please return this questionnaire to procurement@arkgroupdmcc.com as soon as possible but no later than 12:00 hrs Yemen Time (GMT +3) 16 December 2024.

ARK will assess the suitability of all submissions and invite successful applicants to complete the main tender document, which will request further technical details and a financial proposal. Unsuccessful applicants will be informed, and limited feedback on why they were not selected will be provided.

Please answer all questions as concisely as possible. The purpose of this PQQ is to assess your suitability to be invited to tender, not to determine the award of the tender. More detailed responses will be requested during the subsequent Invitation to Bid (ITB) stage.

Please note that the presentation or formatting of responses will not be evaluated. The focus will solely be on the content and relevance of the information provided.

ARK reserves the right to request further information from respondents to clarify or support their submissions. ARK also reserves the right to reject any and all responses at its sole discretion.

1. **Evaluation**

The primary basis for evaluation will be the organisation's ability to safely conduct primary research in Yemen while adhering to the requirements and regulations of the different governing authorities. Responses will be assessed based on:

* Experience: Demonstrated history of successfully delivering primary research services in Yemen, including examples of navigating complex governance structures.
* Capacity: The organisation's operational capacity to ensure continuity and access across regions with diverse governance.
* Risk Management: A clear and robust approach to evaluating and mitigating risks to ensure the safety of personnel, partners, and data.

Successful applicants will proceed to the tender stage, where detailed technical and financial proposals will be requested. Unsuccessful applicants will be notified and provided with limited feedback upon request.

1. **Questionnaire**

**Section 1: Company Information**

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| Section 1: Organisation and Contact Details |
| Full name of organisation tendering \*(\*As per company registration document) |  |
| Trading name (if different from registered company name) |  |
| Organisation Details |
| Registered office address | Company registration number |  |
| VAT registration number (if relevant) |  |
| Name of immediate parent company |  |
| Name of ultimate parent company |  |
| Type of organisation Intelligence and Security Consultancy | A public limited company |  |
| A limited company |  |
| A limited liability partnership |  |
| Other type of partnership |  |
| (vi) other (please specify) |  |
| Contact details for inquiries about this PQQ |  |
| Name |  |
| Address |  |
| Post / zip code |  |
| Country |  |
| Phone (including international code) |  |
| Mobile (including international code) |  |
| Email |  |
| Website address |  |

**Section 2: Capacity Engagement and Risk Management**

1. Provide details of your organisation’s office locations, including:
* Location (Country, Governorate, District).
* Type (Permanent, Temporary, or Virtual).
* Primary functions or activities conducted.
* How operations are managed if you do not have a permanent office in Yemen.
1. Describe the authorisation or approval processes for establishing and maintaining operations in each office location.
2. List governorates and districts where your firm has conducted research in the past 12 months. For each location:
* Identify key stakeholders or authorities engaged.
* Highlight specific challenges and mitigation strategies.
* Explain why operations ceased, if applicable.
1. Explain how your organisation adapts operations to comply with Yemen’s governance structures. Provide examples of local governance impacting recent projects and any areas you have chosen not to operate based on safety reasons.
2. Outline your approach to securing approvals and permissions for research, ensuring compliance with local regulations and stakeholder engagement.
3. Explain your approach to evaluating and managing risks in areas governed by different factions or authorities. Include an overview of security measures for staff, partners, and data.
4. Outline your procedures for ensuring staff and subject safety in complex governance or conflict zones, with examples from recent projects.

**Section 3: Experience**

Provide a brief description of three recent contracts you have delivered. Include the client, the task, the contract value and any challenges you faced and overcame. ARK will not contact references at this stage but will require contact details for past clients during the main tender.

1. **Declaration**

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| I declare that to the best of my knowledge the answers submitted in this PQQ are correct. I understand that the information will be used in the process to assess my organisation’s suitability to be invited to tender and I am signing on behalf of my organisation. I understand that ARK may reject this PQQ if there is a failure to answer all relevant questions fully or if I provide false/misleading information. |
| Questionnaire completed by |
| Name: |  |
| Position within company: |  |
| Date: |  |
| Signed: |  |