

**Request For Expressions of Interest for Baseline Social and Customers Satisfaction Survey
issued on: July 22nd, 2016
Baseline Social and Customers Satisfaction Survey
Contract Ref: SRB-REMP-8486YF-QCBS-CS-16-052**

CLARIFICATIONS #1

August 05th, 2016

Question 1

In order to provide relevant information, I would ask you for some clarifications. If I'm not wrong, Expression of Interest should contain information of company, its experience and capabilities to complete required tasks as well as past performance references. It is assumed that detailed scope of work, approach and methodology will be requested in Request for Proposal which would be provided to selected bidders after evaluation of the Expression of Interest.

Question 2.

The invitation states that should be conducted "focus groups with general public with RGA staff". I assume that this is some kind of typographical errors, or omission of the words, but I ask you to specify - whether it is necessary to conduct separate focus groups with the general population and with the staff of RGA?

Question 3.

The second question relates to the elements of the shortlisting criteria, which states: "the Consultant will provide details of three clients of the similar surveys conducted in the last 5 years with contracted amount exceeding 25,000 **for each refernce who are willing to provide references.**" Does this mean that it is necessary to attach a letter of reccommendation from clients with whom we have business in the value of more than EUR 25.000, or they are not necessary? So, whether you need proof of the realization of these agreements in this respect - signed and stamped recommendations from the client?

Answer 1

Yes this is correct. Please note that shortlisting criteria is provided in the request for EOI.

Answer 2

Full sentence is "focus groups with general public and with RGA staff". Therefore focus group should be conducted with both categories.

Answer 3

References should be quoted. RGA shall request written confirmation only from shortlisted companies.

Notification: Please note that due to clarifications, the submission deadline shall be postponed to the Wednesday, August 10th 2016 at 12hrs.