



Republic Geodetic Authority

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTANCY SERVICES

Republic of Serbia
Real Estate Management Project (REMP)
IBRD Credit No. 84860

Assignment Title: Baseline Social and Customers Satisfaction Survey

Reference No. SRB-REMP-8486YF-QCBS-CS-16-052

The Republic of Serbia / Republic Geodetic Authority has received financing from the World Bank toward the cost of the Real Estate Management Project, and intends to engage of Consultant firm to conduct **Baseline Social and Customers Satisfaction Survey**

The objective of the REMP is to improve the efficiency, transparency, accessibility and reliability of the Republic of Serbia's real property management systems.

In that respect the REMP envisages obtaining feedback from direct project beneficiaries through customer satisfaction and perception surveys and the establishment of regular customers satisfaction monitoring, and targeted meetings and analysis to discuss how this feedback can be used to improve project outcomes

Consultant firm will have to provide services required to meet the overall objective of this assignment, which is to enable RGA to become more responsive to citizens expectations through the establishment of elements of a public performance monitoring while at the same time establishing a baseline for evaluation of selected REMP intervention results.

More specifically objectives of this Assignment are:

- To advise policy makers and RGA operations management on citizens' and the business community's perceived needs and expectations.
- To establish baseline data for the measurement of the REMP results and determine indicators for the monitoring surveys in the third and fifth years of the REMP.
- To design and pilot the establishment of regular quarterly monitoring of customers satisfaction with RGA service provision.

In order to meet the assignment objectives the Consultant will have to conduct following activities:

- Focus groups with general public with RGA staff
- Individual interviews with business community
- Two stratified surveys. One with citizens with at least 1500 forms completed (including training and report writing) and second with business community with at least 400 forms completed (including training and report writing)

- Detailed methodology and implementation plan for continuous RGA customer satisfaction monitoring
- Testing of the proposed internal monitoring business solution (including web-based application, questionnaire and training)
- Final report compilation

The Project Implementation Unit (PIU) of the Republic Geodetic Authority now invites eligible consulting firms to indicate their interest in providing the above-mentioned services. Interested consulting firms must provide information indicating that they are qualified to perform the services:

- experience and description of similar assignments
- availability of skilled staff
- CVs of key personnel that would be contracted for the assignment.

The shortlisting criteria are:

- The successful Consultant will have at least 3 years experience in social and/or market mixed-methods (qualitative and quantitative) research and must demonstrate that they have the professional understanding and resources to carry out the required work in a short period of time. The expression of interest must include reference to work previously done, CVs of key staff who the contractor guarantees will work on the project if the contract is awarded.
- The Consultant will provide details of three clients of the similar surveys conducted in last 5 years with contracted amount exceeding 25,000€ for each reference who are willing to provide references.

The following selection criteria with corresponding points will be used to create a short list of Consultants, which will be invited to submit their proposals:

– Specific experience relevant to the assignment	40 pts
– Qualifications for the assignment	30 pts
– Competence for the assignment	30 pts

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank’s *“Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers”*, published by the World Bank in January 2011 (“Consultant Guidelines”), setting forth the World Bank’s policy on conflict of interest.

A Consultant will be selected in accordance with the IC procedure set out in the *“Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers”*, published by the World Bank in January 2011, revised in July 2014.

Further information can be obtained at the address below during office hours 09:00 to 15:00 hours.

Expressions of interest must be delivered in a written form to the address below or via e-mail by **August 8, 2016, 12:00 AM.**

When submitting Expressions of interest please indicate assignment and reference number for which you are applying.

Republic Geodetic Authority
 Project Implementation Unit
 Bulevar Vojvode Mišića 39
 11000 Belgrade, Republic of Serbia

Pisarnica, soba br.M001, prizemlje
Tel: +381 11 715 27 11
Fax: +381 11 715 26 09
E-mail: wb@rgz.gov.rs