



Tbilisi, March 18, 2020

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**Pre-Bid Conference Minutes**

**Tender – RFP for “Supporting the Unified Service Center of the Ministry of Internal Affairs to Strengthen its Institutional Capacity for Improved Public Service Delivery” in the framework of the**

**Project: “Supporting Public Administration Reform in Georgia (PAR)”,**

**Wednesday, March 18, 2020, 12:00 – 13:00 PM**

**Pre-bid conference was conducted via skype. Skype address: UNDP GRFPAR**

**UNDP Representatives:**

Nana Tsiklauri – UNDP PAR project Manager

Nino Ghonghadze – UNDP PAR Project Public Policy Coordinator

Inesa Ejibia - UNDP PAR project Admins/Finance Assistant

Sophio Omanadze – UNDP PAR project M&E Specialist

**Participants:**

**PMO**

Mariam Chachua

**PWC**

Nino Eliashvili

Nino Cholokashvili

Aleksandre Bregvadze

**ACT**

Lela Goginashvili

**GEC**

George Simongulashvili

Irakli Mizandari

**PMCG**

Nino Chikvanaia

Shalva Khutsishvili

The overall objective of the Request of the Proposal (RFP) was to identify companies/institutions willing to support the Unified Service Center of the Ministry of Internal Affairs (MIA) Patrol Police Department in strengthening its organizational capacity through series of capacity building measures for effective and inclusive delivery of human-centered public services coupled with increased accessibility of these services

to Persons with Disabilities (PwDs).

The pre bid conference was conducted via skype on March 18<sup>th</sup> from 12:00 pm. The aim of the meeting was to clarify both content and procedure-related questions of the potential bidders concerning the RFP.

The conference was opened by Ms. Nana Tsiklauri, who thanked the participants for the interest and participation in the process, made some intriductions and provided relevant background information on the project itself and the main purpose of the RFP to the virtual meeting participants. This introductory part was then followed by Q & A.

## **PMO**

A question was posed as to whether the Public Service Design and Delivery Policy Document was public and could be shared, to which the answer was that the final draft version has been elaborated and shared with all service-provider agencies, however, the document was not publicly accessible and UNDP would check with the relevant partner agency (Public Service Development Agency) whether the draft version could be shared among the bidders.

PMO representative also asked whether it was acceptable to propose additional staff, to which the response was affirmative. However, it was noted that the requirement of additional staff would be further assessed, due to the fact that it was linked to the budget.

Another question was posed about the working group composition that will be in active collaboration with the contractor. The response was that the contractor would work in close cooperation with relevant staff from UNDP, as well as, from the Ministry of Internal Affairs (MIA) Patrol Police Department Unified Service Center (MIA USC).

Question was raised about whether the Standard Operating Procedures (SOPs) already existed within the agency and required further development or needed to be developed from scratch. It was clarified that SOPs do not exist; hence, it needs to be developed based on conducted institutional assessment, observed business processes, elaborated recommendations of improvement of business processes and staff feedback.

PMO representative also asked about prioritization of the existing 50 services. It was clarified that the priorities will be identified through working process, however, the major emphasis would be placed on capacity building of the call center of MIA Patrol Police Department Unified Service Center.

Representative of PMO also asked whether all three offices of MIA USC (Tbilisi, Mtskheta, Rustavi) should be covered through the project, to which the answer was affirmative.

## **PWC**

Question was posed with regards to the training package directions and implementation scale. It was clarified that the main training directions are included in TOR: customer service (including effective communication, telephone professionalism, questioning techniques and other relevant topics), stress management, team building, quality control and assessment and sign language to communicate with hearing impaired persons. However, it was also noted that after situation analysis, more directions/topics could be added to the given list, though, the key topics indicated in the ToR are expected to remain in the list of required trainings. It was further explained that the main goal is to train all staff, however, relevant sub-groups would need to be formed depending on actual needs of certain employees working on



relevant directions. Moreover, the proposed trainings for each target group should be clearly outlined and described in the proposal.

PWC representative also asked about the requirement to recruit international consultant. It was explained that since the services rendered by MIA USC are highly specific, requiring special skill-sets sharing of international experience is required. It was also noted that due to the current situation caused by the COVID-19 pandemic outbreak, international consultant can be involved in the process remotely.

Another question was raised regarding the visibility of the project, to which the answer was that after finalization of the project, public presentation and media coverage are being considered.

Another question was posed regarding the quality control and assessment system, whether MIA USC was making use of IT system that should be taken into consideration in this respect, to which the answer was that according to UNDP's information MIA USC does not use such a specialized system.

#### **ACT**

ACT representative inquired about the expected timeline of the project. UNDP representatives clarified that the planned agenda would be re-assessed in light of the ongoing situation associated with the spread of COVID-19 and it is highly likely that additional time would be allotted for the implementation of the planned activities.

#### **GEC**

Question was posed regarding the situation analysis, mentioned in the RFP. Namely, GEC representative inquired whether this situation analysis was conducted by UNDP itself. UNDP clarified that this analysis was not conducted by UNDP, but provided by MIA based on the general observations of the challenges and needs they have been facing in recent period.

GEC representative asked whether it was possible to nominate one expert for two different position, in case this individual met all the minimum requirements listed for these two positions, to which the answer was affirmative. However, it was noted that the nominated expert should fully meet minimum requirements of both positions and this should be clearly demonstrated in his/her CV/Resume.

Another question was raised about the approximate quantity of SOPs and amount of trainings within the initiative. It was clarified that SOPs do not have to be developed per each service, but rather in two major directions (for front and back office staff/operations), which would also include required procedures for providing services to PWDs. With regards to the amount of trainings, the fact that not all staff could be trained simultaneously, will eventually increase the amount of trainings to be provided (note: training cycles could most probably be repeated 2-3 times to cover the different groups of MIA USC employees). It was also noted that according to UNDP policies, it is highly recommended not to organize trainings/workshops during weekends.

During the discussion it was mentioned that training venue and transportation related expenses would be fully covered by UNDP, (if necessary) and thus organizations are recommended not to include these expenses in their financial proposals. It was also stated that with regards to the staff capacity assessment, the main aim is to identify existing general gaps, rather than assessment of individual capacities of the staff.

GEC representative also asked whether it was required to present a notary approval of the contract in case of consortium. UNDP confirmed that this was a required procedure and in case a company is planning to submit an application through a consortium agreement the latter should be accompanied by official notary approval.

**PMCG**

Question was raised about the training timeline and intensity. It was clarified by UNDP that the only recommendation in this regard, is to avoid providing trainings in July-August period, and the final timeline should be agreed jointly with MIA USC.

It was also mentioned that with regards to the sign language trainings, operators should be provided with basic skills to communicate with customers with special needs.

Another question concerned the foreign countries experience of which could be considered most relevant when proposing an international consultant with relevant country background. UNDP specified that the main purpose of requesting a presence of an international expert in the consultancy company's team, was to allow sharing of international experience of any country which may potentially have an experience in effective provision of similar services to its citizens; hence, the applicants are free to propose any relevant international expertise with the required background and no specific country is envisaged in this case.

Another question was raised about CV formatting, to which it was explained that there are no restrictions in this regard, however, it was stressed that in case of each CV, applicant should ensure that it is clearly demonstrated that the proposed candidate meets and/or exceeds minimum requirements. It was also noted that in case CV does not meet any of the minimum requirements, the proposal would be rejected automatically.

PMSG representative also asked to further elaborate on the required financial documentation to which it was clarified that relevant documents must be submitted strictly in accordance with requirements stipulated under RFP.

Following the Q&A part was concluded, the UNDP project manager thanked the attendees once again for their interest and participation closed the pre bid conference.

The pre bid conference lasted around an hour.