



Pre-Bid Conference

RFP – Survey on Citizens’ Satisfaction with Public Services in Georgia

UNDP Project “Fostering Regional and Local Development in Georgia Phase 2 (FRLD 2)”

Tuesday, 16 February, 15:00 hrs (+4 GMT), via Zoom Online Platform

List of Attendees

UNDP Representatives

Ms Tinatin Tkeshelashvili, FRLD 2 Project Manager 

Ms Lia Sanikidze, FRLD 2 Service Development Coordinator 

Participants

Ms Mariam Jibuti, ISSA

Ms Khatia Mamukashvili, IPM Market Intelligence Caucasus

Ms Mariam Machabeli, ACT

Mr Abhijit Matkar from Nielsen IQ

The aim of the Pre-Bid Conference was to provide information to the potential bidders about the announced tender and answer their questions about the content of the assignment as well as procedural aspects related to the submission of a proposal.

Opening remarks of the conference were made by Tinatin Tkeshelashvili, FRLD 2 Project Manager. She provided background information about the project focusing on the main objectives, cooperation framework with the main stakeholder – Ministry of Regional Development and Investiture (MRDI) of Georgia, and donor organizations. She also highlighted that the Survey of Citizens’ Satisfaction is an important activity within the project that provides invaluable input for decision makers as well as international development organizations to observe changes over time made in public service delivery nationwide.

The specific objectives of the Survey of Citizens’ Satisfaction were elaborated by Lia Sanikidze, FRLD 2 Service Development Coordinator. She presented the list of areas to be covered within the survey and stressed that it should be focused on assessing accessibility and satisfaction of Georgian citizens with public services delivered on national and local levels and presented the short overview of the research topics to be covered by the survey. During the overview, it was highlighted that the methodology proposed by bidders should capitalize on the methodology used during the previous four rounds of the survey to maintain comparability of results over time. Short description of deliverables anticipated within the assignment and criteria for proposal assessment were also presented. Technical aspects of the procurement process and e-Tenders system specifications were shared with the audience underlining the

importance of following all specific requirements including file size, file naming, editing-reviewing-submitting the proposal.

Presentations by FRLD 2 project team were followed by the Q and A session:

Q: Will you be open KI interviews and focus groups to be conducted online? Or do they have to be conducted offline?

A: KI interviews and focus groups were conducted offline in all previous rounds, but bidders are open to select the mode of communication they prefer along with the adequate justification. Experience and expertise/capacity to use online techniques for data gathering will be considered as an asset, mainly considering the challenges created by the COVID-19 pandemic.

Q: If we want to present two different options in the methodology (offline/online for KI interviews and focus groups), do we submit two bids or two budget options in the same bid?

A: Only one bid has to be submitted with one budget option. The methodology and corresponding budget has to be designed as the best option considering the current situation in terms of pandemic and reflect on experience of conducting surveys during pandemic.

Q: We do not have office in Georgia and we can provide services either from Russia or Ukraine, are there any preferences?

A: No, there is no preference. It is up to the bidder to decide.

Q: Can we plan online methods for qualitative study and offline methods for quantitative study?

A: Either or both methods can be used for qualitative as well as quantitative study, but the adequate justification has to be provided. Arguments can be based on previous experience. The approaches proposed by the applicant shall ensure development of high quality products.

Q: In the RFP document on pg. 35 in Annex 4 Section H, Deliverable 6 mentions Report on Public Meetings while in other places it says Infographics, is that correct?

A: There is a mistake in the RFP document. Deliverable 6 is Infographics as mentioned in all other sections including pages 4, 6, 9, 10 and Annex 4 section C on pg 34.

Following the Q and A session, Tinatin Tekshelashvili once again drew attention of attendees to follow all e-Tender instructions and try to submit the proposal before the deadline so there is enough time to address any enquiries and problems, if encountered when submitting.