



United Nations Development Programme (UNDP) in Georgia

Project: “Support to Public Administration Reform of Georgia, Phase 2” (PAR)

Call for Proposals for

Public Service Delivery Support Grant

Background

Georgia has made significant progress in the development of public services. This rapid transformation was achieved by utilizing e-Governance tools and modern approaches, and it has made public services in Georgia more transparent, accessible, and comfortable for citizens. However, the positive changes in service delivery lacked a coherent unified framework and the progress was uneven across all sectors. Many elements of a complex business cycle were developed on an ad-hoc basis, while some technical and IT solutions have relied heavily on the expertise of individual employees. The lack of a general framework to ensure the predictability and accessibility of innovative services, and the lack of replicable methodologies and quality assurance systems by service provider agencies, has proved to be a significant challenge in further improving public services in Georgia.

In order to solve the problem, the Government of Georgia (GoG) initiated work on the development of unified standards for public service design and delivery to be universal across all public service provider agencies. With the assistance of international and local experts the “Policy Document on Common Principles of Service Design and Delivery” has been developed. The document offers a set of common guiding principles and standards on the design, delivery, pricing, and quality assurance of public services in Georgia. The document will create the grounds for the subsequent gradual adaptation and harmonization of service quality standards across service provider agencies. The draft has been approved by the Public Administration Reform (PAR) Council’s Service Delivery Working Group and is currently pending Government approval, although all its main components have become part of the PAR Action Plan 2019-2020 and their implementation has already started. The activity falls under the Service Delivery pillar of the “Public Administration Reform Roadmap 2020” and the new PAR strategy that is currently in the development phase.

Elaboration of the “Policy Document on Common Principles of Service Design and Delivery” was followed by the development of methodological packages - handbooks and training courses - in design, delivery, pricing, and quality assurance of public services as well as with regard to the issues related with the Persons with Disabilities (PwDs).

Through its multi-year initiative, “Supporting Public Administration Reform in Georgia” (PAR) UNDP assists the Government of Georgia in implementation of three out of six pillars of “Public Administration Reform Roadmap 2020”, one of them being service delivery. UNDP PAR completed in March 2021 and the new phase of the project was initiated in May 2021. The ‘Supporting Public Administration Reform (PAR) in Georgia -

Phase 2' funded by the UK Government, builds on successes and lessons learned during the previous iteration of the UNDP's PAR project and transforms its focus to supporting already achieved progress, aims to contribute to the delivery of public services with greater accountability and responsiveness to citizens' needs through a set of targeted interventions and reinforcing Gender Equality and Social Inclusion perspectives in the planned activities. Through the support of the service delivery pillar, the initiative intends to sustain, support and build key institutions and processes required for advancing this component of the PAR reform through offering consultancy and capacity building.

CSOs are seen in this process as possible key partners of relevant government institutions to fill in the existing gaps and provide innovative, practical solutions. Within the context introduced above, UNDP is announcing **a call for proposals** for non-profit civil society organizations to fund innovative and most practical projects that can assist relevant government institutions in the effective implementation of the service delivery component of Public Administration Reform. In particular, the grant aims to **focus on increasing citizen participation in service design and delivery decision-making processes**, making public services more human-centered, strengthening the voice of women and underrepresented groups, such as PwDs.

Purpose of the Grant Contest

The primary purpose of the Public Service Delivery Support Grant is to support the generation of initiatives that contribute to the smooth, effective and timely implementation of ongoing Public Administration Reform, and in particular, its Service Delivery area.

To this end, UNDP intends to:

- Build a strong CSO network focusing on the implementation and monitoring of PAR and its service delivery area in particular;
- Facilitate lasting partnership between the government and civil society organizations;
- Enhance the role of the civil society in the PAR process;
- Encourage the flow of the best, innovative international practices in the context of service delivery;
- Encourage stronger linkages of the PAR related initiatives with the 2030 Agenda for Sustainable Development, especially Sustainable Development Goal (SDG) 16 (Peace, Justice, Strong Institutions) and with Open Government Partnership (OGP) key values and principles, focusing inter alia on co-creation, citizen engagement, transparency and innovations in public service delivery.

Areas of Intervention

The proposals should focus on **public service design and/or delivery area**. In particular, the grant aims to support public service delivery organizations make their service design and/or delivery processes more participatory. Proposals should focus on helping public service delivery organizations **develop/strengthen institutionalized tools and procedures to engage the wider public, including women and underrepresented groups in needs identification and feedback collection** in regard to the services they offer/might offer in the future. Applicants are encouraged to seek partner public service delivery agencies and discuss with them the kind of support they wish to deliver prior to submitting proposals.

Who Can Apply

- Non-profit organizations (civil society organizations; think tanks; educational institutions, including public universities, training institutions; etc.) that have **at least four years** of proven experience in project management, policy research and analysis, and/or service delivery. Experience of managing of projects with comparable budget size within the last two years will be considered as an asset. Organizations should be registered in accordance with the legal requirements of the Government of Georgia and must be able to provide organization's statute along with the debt certificate upon request.
- Although, not mandatory, CSOs are welcome to submit proposals as coalitions. In this case, the main applicants must provide support letters from relevant co-applicants specifying the role of the co-applicant. In case of a coalition, the main applicant shall have at least four years of proven experience in project management, policy research and analysis, and/or service delivery, whereas co-applicants shall have at least two years of proven experience in similar areas.

Procedures of Grant Proposal Submission

Those wishing to apply to Public Service Delivery Support Grant must submit:

1. Signed Public Service Delivery Support Grant Submission Form (See Annex A);
2. CVs of all project staff;
3. Results and Resources Framework (See Annex B);
4. Budget Form (See Annex C).

IMPORTANT: Please send Grant Submission Form electronically in one file (pdf format) signed and scanned to the following email: inesa.ejibia@undp.org. The Results and Resources Framework (See Annex B) together with Budget Form (See Annex C) shall be submitted as separate documents electronically in Excel format. If additional clarifications are required, questions can be sent to the same email address indicated above. Answers to questions will be provided within two working days.

The deadline for applications is **Monday, 28 June 2021, 19:00 p.m. (Tbilisi time)**. Applications received after the deadline will not be considered.

Note: A consultation meeting will be held remotely on **21 June 2021, at 11:00 a.m.** Interested parties shall send a preliminary request for participation in the meeting to the following email address inesa.ejibia@undp.org

The maximum amount allocated for the grant is USD 20,000. Proposals with the project staff salary costs exceeding 25% of the total budget will be disqualified without further consideration. Co-funding and in-house contributions are strongly encouraged.

Eligible costs include honorarium/salary, workshops and trainings, rental, stationery and office equipment, printing and translation, creation of online tools and resources, and other costs directly related to this assignment.

Expenditures such as infrastructure improvement, equipment, maintenance, utilities, overhead and similar costs are ineligible for this grant proposal.

Project Implementation Timeframe

The implementation period for approved projects shall not exceed six (6) months, counted from the date of the contract signature to the date when all relevant activities have been successfully completed.

Selection Process

Decisions on awarding grants are made by a Grant Selection Board (GSB). The Board will be comprised of the representatives of relevant UNDP representatives.

All GSB decisions on funding projects will be taken no later than three weeks after the closing date for applications. UNDP will inform successful applicants in writing no later than two weeks after the date of the GSB decision.

Note: Applicants are encouraged to submit proposals in partnership with public service delivery agencies, having already discussed with their representatives the kind of support they will provide through the grant. Candidates are also encouraged to submit support letters from partner public agencies. Proposals without such prior agreements with public agencies will also be considered.

Applications will be disqualified and will not be further considered if they:

- Do not comply with priorities or instructions provided in this announcement;
- Fail to adhere to the principles of non-discrimination, gender equality and social inclusion.

Selection Criteria and Scoring

Proposed projects will be selected based on the criteria outlined in the table 1 below.

Table 1. Selection Criteria and Scoring

	Selection Criteria	Score
1	The applicant organization(s) has/have relevant experience (at least four years of proven experience in project management, policy research and analysis, and/or service delivery)	Max. 10 points ¹
2	The project staff has relevant experience	Max. 10 points
3	The project enhances gender equality and encourages inclusion of marginalized and vulnerable groups	Max. 20 points
4	The project budget is relevant	Max. 20 points
5	The project is coherent and technically feasible	Max. 20 points
6	The project is sustainable	Max. 20 points
TOTAL		100 Points

An applicant is considered as a winner if:

- an applicant received at least 50% of scores for each selection criteria and 70 points out of total 100 or higher;
- applicant's scores are competitive and higher towards other applicants.

The payment schedule will be agreed before signing the contract.

IMPORTANT: You will be notified by email no later than three working days after we have successfully received your application. If you do not hear from us within this timeframe, please, contact us during the next two days and request a confirmation of receipt of email. Otherwise, UNDP will not be responsible for any potential problems in terms of considering the application.

Important Additional Information

UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities. (See http://www.undp.org/content/dam/undp/library/corporate/Transparency/UNDP_Anti_Fr

¹ The applicants may be scored within the range of points, i.e. 0 to 10 or 0 to 20

In responding to this Call for Proposals, UNDP requires all Proposers to conduct themselves in a professional, objective and impartial manner, and they must at all times hold UNDP's interests paramount. Proposers must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. All Proposers found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Proposers, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:

- * Are or have been associated in the past, with a firm or any of its affiliates which have been engaged UNDP to provide services for the preparation of the design, Terms of Reference, cost analysis/estimation, and other documents to be used in this competitive selection process;

- * Were involved in the preparation and/or design of the programme/project related to the services requested under this Call for Proposals; or

- * Are found to be in conflict for any other reason, as may be established by, or at the discretion of, UNDP.

In the event of any uncertainty in the interpretation of what is potentially a conflict of interest, proposers must disclose the condition to UNDP and seek UNDP's confirmation on whether or not such conflict exists.

Attached documents:

Annex A. Public Service Delivery Support Grant Submission Form

Annex B. Results and Resources Framework

Annex C. Budget Form



Public Service Delivery Support Grant Submission Form

I. Information about Organization (s)	
Name of Organization(s) and Abbreviation	
Registration Date of Organization(s) (dd/mm/yyyy)	
Name of contact person in organization(s) responsible for project	
Mailing address	
Telephone #	
Mobile #	
URL / website address and email	
Local or national Georgian Partner Organization(s) (if any)	
II. Previous Experience	
(Please list relevant activities undertaken by your organization(s) in the past three years (please add rows below as needed))	
Project name	
Government Partner Organization (if any)	
Duration of the project (months)	
Project cost (USD)	
Project name	
Government Partner Organization (if any)	
Duration of the project (months)	
Project cost (USD)	
III. Project Proposal	
(Please provide brief information about the proposed project)	
Project Title:	

Expected Output(s):	
Implementing Agencies:	
3.1. Brief Description of the Project (Please provide brief description of the proposed project. max 300 words. Identify the public service delivery agency your organization will work with.)	
IV. Situational Analysis (Please describe the problems this project seeks to address, considering the main objective of the grant – supporting participatory design and delivery of public services. Include only the relevant factors that will be directly addressed through the proposed project. Maximum 400 words)	
V. Strategy (Please list all project objectives. Provide an analysis of the project's proposed outputs and outcomes and their contribution to resolving the problems above. Pay special attention to the intended beneficiaries of the project, including their special characteristics (especially from the perspective of gender and underrepresented groups and an estimate of their numbers. Maximum 800 words)	
V.I Description of the initiatives and their effectiveness (Please provide detailed description of all project activities planned to be carried out in order to achieve the main objective of the project. Provide project timeline and concrete names and proposed division of tasks and work between all project staff from your organization or any partner organization involved in the project. Maximum 2000 words) <i>Note: Please add as many activities as needed</i>	
Activity 1:	
Activity 2:	
Activity 3:	
Activity 4:	

V.II Gender Equality and Social Inclusion

(Please assess implications for women and men as well as underrepresented groups of any planned activities proposed in this project. Describe how you expect the results of the project to benefit both men and women (and the balance between male/female beneficiaries) as well as underrepresented groups. Describe what measures will be included in the project to avoid creating negative outcomes for any of the groups. Maximum 200 words)

V.III Expected Impact and Sustainability

(Please describe the impact(s) you expect from the project and how this (these) can be measured. Describe how the project's expected outcomes will be sustained after the project has ended. Outline possible risks and the strategy of mitigating them. Maximum 300 words)

VI. Results and Resources Framework

(Please fill out ANNEX B)

VII. Management Arrangements

(Please describe management arrangement of the project. Outline roles and responsibilities of partner(s) and respective management staff. Maximum 300 words)

Programme Period: ----- (months)

Start date: (dd/mm/yyyy)

End Date: (dd/mm/yyyy)

Total Budget: ----- (USD)

Annex B. Results and Resources Framework



Annex B. Results
and Resources Fram

Annex C. Budget Form



Annex C. Project
Budget.xlsx

Unspent funds from this grant must be returned to UNDP.

Name and Signature:

Date: