

United Nations Development Programme



Tbilisi, 7 July 2021

Pre-Bid Meeting

Supporting the Unified Service Center and Service Agency of the Ministry of Internal Affairs to Strengthen their Organizational Capacity for Improved Public Service Delivery – Phase 2

Minutes

Monday, 5 July 2021, 11:00 AM-noon
A pre-bid meeting was conducted via Zoom

UNDP Representatives:

Sophio Omanadze – Capacity Assessment, Evaluation and Monitoring Specialist, Project: Supporting Public Administration Reform in Georgia - Phase 2 (PAR 2), United Nations Development Programme (UNDP)
Nino Ghonghadze - Public Policy Coordinator, PAR 2, UNDP
Inesa Ejibia - Admin/Finance Assistant, PAR 2, UNDP

N. Ghonghadze

Inesa Ejibia

Interested proposers:

George Simongulashvili - GEC-Consulting
Irakli Mizandari – GEC
Mariam Chachua - PMO
Ana Tekturmanidze - PMO Business Consulting

The overall objective of the consultancy is to support the Patrol Police Department's Unified Service Center and LEPL Service Agency under the Ministry of Internal Affairs (MIA) in strengthening their organizational capacity through series of capacity building measures for effective and inclusive delivery of human-centred public services coupled with increased accessibility of these services to Persons with Disabilities.

A pre-bid meeting was held remotely via Zoom on 5 July, from 11:00 AM – to noon. The meeting aimed to clarify questions of interested proposers concerning the proposal.

Ms. Sophio Omanadze opened the meeting, preceding a brief overview of the key aim and objectives of the assignment provided by the PAR Public Policy Coordinator.

The introductory part was followed by Q & A:

A question was posed that if one of the deliverables - Training Needs Assessment (TNA) – demonstrates need for additional trainings that are not part of the given RFP, is it expected that the contracted consultancy company delivers such trainings and if so, there might be a need for hiring additional trainers. To this, it was clarified that only deliverables (including training) provided in the RFP are to be delivered. The main purpose of the TNA component is to increase the capacity of the Agency to be able to carry out the TNA independently in the future. Hence, the Center staff will first be trained in how to conduct the TNA and then will conduct it with support from the provided expert. Therefore, there will be no need to deliver trainings as revealed through the TNA.

Another question was posed regarding the composition of the Center's Public Service Design Team; specifically it was asked if the Center has already identified the staff that will work with the service design and delivery experts, to which it was stressed that the Center has indeed already identified staff, although the winning consulting company's recommendations on the topic would be still significant.

The question was raised with regards to the different needs of MIA Service Centers and Service Agency in case of services for persons with disabilities (PwDs). To this, it was specified that the Accessibility Plan for PwDs is needed in Rustavi Service Agency to assess the current situation and elaborate plan to increase the accessibility of the Agency, figuring out the best way of delivering specific services for specific types of disabilities. To this end, a document shall be elaborated, which will support the Agency representatives in the above-mentioned objective. In the Service Centre case, the objective is very specific - proper infrastructure arrangement for the visually impaired. Hence, in this regard, it will be necessary to assess and elaborate a plan; prepare tender documents with the Center representatives, and ensure the engagement of experts to assess and monitor the provided work.

One of the attendees underlined that state tenders sometimes may take longer than expected and expressed concern regarding the timeline if such a thing happens as one of the deliverables provided in the RFP is related to announcement of a tender by the Ministry and monitoring of its implementation by the contracted company. It was answered that at this point, what can be done is to start working at the earliest convenience and try one's best to meet the deadlines. However, in case unforeseen issues arise, additional solutions may be considered later on.

One of the attendees inquired about the difference between the Public Service Design and Public Service Delivery Methodologies (since the two are interrelated), to which it was noted that as underlined in the RFP, both methodologies will be shared with all interested proposers prior to submission of their proposals, which will clarify the difference.

Another question was posed regarding the customer satisfaction study, to which it was stressed that it is also one of the directions in which a specific methodology and training package has been created that can be shared with attendees on demand. The purpose of it is to learn how to carry the study out independently, without expert assistance.

One of the participants inquired about the necessity of hiring an international expert, to which it was clarified that due to the fact that the expertise in service design and delivery is limited at the local market, it is deemed that the involvement of an international expert will contribute to the overall quality of the support, through guiding to see the whole picture, giving directions, planning, making key decisions, etc. It was also stressed that the international expert could work remotely due to the unpredictable situation related to the C-19 pandemic.

One of the participants asked whether the training should be carried out remotely or face-to-face, and in the case of the latter, does the cost of the venue need to be included in the budget expenditure. To this, it was specified that face-to-face training is expected as long as the pandemic related situation allows, and the costs associated with the logistical arrangements of training (such as venue and catering services) should be excluded from the Price Proposal, as indicated in the RFP.

Another question was related to possible translation costs. Specifically, it was asked if the service design and delivery methodologies to be provided to the proposers were in English or in Georgian. It was highlighted that the service design methodology is available in both, English and Georgian languages, and service delivery methodology is available only in Georgian. In case some translation is required, translation costs may be included in the proposed budget, as indicated in the RFP.

Following the Q&A part, the PAR project Capacity Assessment, the M&E Specialist thanked the attendees for participation and closed the meeting.

The Consultation meeting lasted around an hour.