

Study on current crisis management practice in selected municipalities of Georgia, elaboration of respective recommendations and guideline

On behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ), GIZ Good Governance for Local Development Programme invites organizations to submit proposals for consultancy services.

Terms of Reference:

Background Information

Since February 2020, along with the central government, Georgian municipalities and regions are facing new challenges and carrying out additional assignments within the frames of state of emergency created due to the outbreak of the Novel Coronavirus (COVID-19) in the country. Consequently, this topic was incorporated in the cooperation action plan of the GIZ Good Governance for Local Development Programme and the Ministry of Regional Development and Infrastructure of Georgia (MRDI).

Under the Government decree N 181 “on approval of the measures against the spread of Coronavirus in Georgia”, dated March 23, 2020, number of restrictions were imposed throughout the country in the areas such as: free movement, transportation, economic activities, education, culture, sport and others. Checkpoints were arranged at the administrative borders of Tbilisi, Batumi, Kutaisi, Rustavi, Poti, Zugdidi, Gori, Akhaltsikhe and Telavi. Other administrative units were gradually added to this list. Consequently, local administrations are assigned with the number of additional tasks such as: informing population, support in thermal screening, disinfection of buildings/territories, mobilizing volunteers and other additional functions necessary to cope with the crisis. Similar to other institutions, local self-governments either are obliged to temporarily suspend their core competences or/and have to find new solutions to deliver services to the citizens along with the new assigned tasks. Effective communication and coordination on one hand within the municipalities and on the other hand, between different levels of government are also related to number of challenges.

Objective of the call for proposals

- The objective of the call for proposals is to carry out the study on current practice of crisis response in selected municipalities and elaborate respective recommendations for further improvement of processes;
- On the basis of the recommendations, elaborate crisis response guideline with a template for crisis response plan for the municipalities.

Within the frames of the potential assignment, a service provider shall perform the following tasks:

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Identification of current practice and needs in terms of crisis management in selected municipalities, elaboration of respective recommendations and guideline. This should include the following specific tasks:

1. Elaboration of selection criteria and selection of municipalities for the study in accordance with the elaborated criteria; At the same time the following requirements should be met: at least one municipality should be presented per region (study should cover all Georgian regions). Out of the selected municipalities at least two municipalities should have been declared as quarantine zone within the frames of the state of emergency. Along with selected municipalities study should cover the capital city – Tbilisi.
2. Elaboration of the methodology for the study;
3. Study on current state should include the following key issues:
 - **Study on the competences performed during the crisis period**
 - ✓ The competences that municipalities were able to perform properly and fully during the crisis period;
 - ✓ Competences that could not be performed properly and fully by the municipalities; competences that had to be suspended within the frames of the state of emergency; impact of suspended competences on local population (e.g. on employed parents, different vulnerable groups);
 - ✓ Competences that were completely suspended (separate to the measures foreseen by the state of emergency); the factors that stipulated suspension of those competences. Impact of suspended competences on the local population (e.g. on employed parents, different vulnerable groups);
 - ✓ List of additional tasks assigned to the municipalities by the central government; how did they manage to perform assigned additional tasks (whether the assigned tasks were accompanied with corresponding recommendations and financial support from the central government);
 - ✓ Distribution of functions and responsibilities between municipal bodies and employees; if there were action plans with the indication of procedures and responsible persons, etc.
 - ✓ Whether there were approved legal/normative acts regulating the performance of additional tasks assigned to the municipal administrations (indicating the tasks that do not fall under regular municipal competences);
 - ✓ Provision of protective equipment to municipal staff while performing their functions and delivering different services to the citizens during the crisis period; whether the safety of municipal staff was ensured in line with the government recommendations;
 - ✓ Practice of spending municipal reserve funds: whether it became necessary to fill the reserve funds; whether the transparency was ensured during spending of reserve funds;
 - ✓ Whether there was any case in selected municipalities when a Mayor had to present a targeted budget for the measures stipulated by state of emergency and a municipal council had to approve it;

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- ✓ Practice of identification and responding the need of local population during the crisis (e.g. elderly population, different vulnerable groups);
- ✓ Identification of challenges and gaps related to the performance of competences by the municipalities during the crisis period;
- ✓ Elaboration of respective recommendations based on the identified gaps;
- **Distance delivery of municipal services during the crisis period:**
 - ✓ Decisions made by the municipalities in terms of distance service delivery; whether they were able to transform the service delivery into online/distance mode;
 - ✓ Types of services delivered to the citizens in a distance mode by the municipalities;
 - ✓ Alternate tools/platforms applied in this process; how effective and easily accessible were those services during the crisis period; whether citizens could benefit from online services;
 - ✓ Practice of identification and responding the need of local population in terms of service delivery during the crisis (e.g. elderly population, different vulnerable groups);
 - ✓ Gaps and problems identified during distance/online service delivery;
 - ✓ Recommendations for improved processes;
- **Provision of necessary information and communication strategy during the crisis:**
 - ✓ Information and communication within the municipal administration (internal rules, procedures for informing employees);
 - ✓ Provision of adequate, complete and timely information to each group of citizens on imposed restrictions/bans and services provided by the municipalities (e.g. to ethnic minorities on their languages, elderly population, vulnerable social groups on additional services provided for them, etc.);
 - ✓ Communication tools and channels with the local population applied during the crisis period (online availability of information on various services, hotlines, village attorneys, cooperation with local media to release the information, etc.);
 - ✓ Practice of regular updates provided on municipal webpages: whether the updates on municipal webpages were ensured within adequate time and with relevant information; whether all relevant information emerged within the frames of crisis was published on municipal webpages;
 - ✓ Practice of communicating with local population in terms of collecting and identification their needs during the crisis;
 - ✓ Identification of current gaps and challenges and elaboration of respective recommendations for the improvement of current practice;
- **Communication between the different government levels**

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- ✓ Whether the municipal needs and challenges emerged during the crisis were communicated and coordinated with the central government; what were communication tools applied by the municipalities in this regard;
 - ✓ Communication tools/channels and coordination mechanisms between regional administrations and municipalities;
 - ✓ Effectiveness of communication and coordination between central and local governments;
 - ✓ Identification of current gaps and challenges and elaboration of respective recommendations for the improvement of current practice.
4. Based on the results and recommendations of the study, elaboration of crisis response guideline for the municipalities. Among all the relevant topics, guideline should include the template for municipal crisis response plan with the indication of competences of municipal bodies/units, responsibilities of municipal staff, relevant procedures – issues of subordination, deadlines for decisions, etc.
 5. Discussion of draft crisis response guideline with the MRDI, GIZ GGLD and all relevant key actors. Consideration/reflection of discussion results in the process of elaboration of final draft guideline.
 6. Service provider shall present mid-term and final reports. Mid-term report shall be submitted until 05.09.2020 and final report shall be submitted until 10.10.2020. In addition, service provider shall prepare a brief presentation about the findings of the study as of September 5, 2020. Presentation shall be delivered at the regional workshop in mid-September.
 7. A Service provider shall perform all the assignments listed in the ToR in a close coordination and agreement with GIZ GGLD and MRDI representatives.

Tentative contract period:

Start date: 15.07.2020

End date: 10.10.2020

Reports shall be produced in Georgian. Executive summary shall be delivered in English as well.

Submission and Selection of Proposal

Partner for the consultancy service will be selected based on a competition.

Entrepreneurial (LLC) and non-entrepreneurial legal entities (NLE, NPO) organizations, NGOs/CSOs are eligible to participate in the competition.

GIZ reserves the right to check the information indicated in the application. Application will be cancelled in case of inaccurate information.

Selection criteria

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1. The technical proposal shall provide evidence of the organization's capabilities and assignment-related experience in executing similar projects in the area of local self – governance. Proposal should demonstrate specific experience in conducting similar studies and elaborating guidelines.
2. The technical proposal shall explain in detail how the company will plan the work and deliver the milestones/objective listed in the Terms of Reference (ToR) considering such aspects as compliance with the ToR (three key directions), implementation plan, timelines of actions included in the technical proposal;
3. A work plan, including implementation schedule of number of workdays per tasks to be performed by the Contractor for completion of this assignment;
4. Experts assigned to executing of the tasks outlined in the ToR shall have at least 5 years of demonstrated experience in development and implementation of similar projects in all relevant topics listed in ToR (municipal competencies, municipal service delivery, e-Services, information and communication, emergency management). Reference to similar work/projects completed shall be included in his/her CV to be attached to the offer;
5. Experts assigned shall possess relevant experience to the scope of assignment in elaboration of strategic plans and guidelines; List of similar work/projects completed shall be included in the CVs of the proposed staff.
6. Budget cost efficiency.

More detailed information on assessment criteria is provided under the annexed assessment grid.

Project Duration, Budget and Payments

Tentative contract period for the service will be 15.07.2020 – 10.10.2020.

Presented budget shall not exceed 65 000 GEL and shall be VAT excluded.

Within the frames of the contract the payments will be made gradually.

Submission of Application

Application should be submitted in English and Georgian.

Technical offer shall contain the following information (*according to the recommended structure*):

1. Title page

Name and registration number of organization; legal address, telephone number, e-mail address, director of organization, - signature and stamp of a director.

2. Project name and implementation period (month/year-month/year)

2.1 Project Description

2.2. project goals and objectives and implementation plan (shall be in compliance with the terms of reference under this tender announcement);

2.3 Activities defined by the project and implementation schedule

#	Activity	July	August	September	October	Comment
1	X					<i>If relevant</i>

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2	Y					
3	Z					
...	...					

2.4 Persons involved in the project and their functions

Please, indicate the list and functions of persons, who will be involved in the implementation of the project and will be respectively indicated in the budget.

2.5 Annex

Respective Resumes (CV) of the staff involved in the implementation of the project should be attached to the application.

Applicant may attach any additional relevant information to the application.

Financial offer shall contain the following information:

Budget in GEL (excl. VAT)

#	Category	Unit	Unit quantity	Unit price (GEL)	Total price (GEL)	Comment
1	Fee					
1.1		[Per month or man-day]				
1.2						
1.3						
	...					
	Total					
2	Other project related costs					
2.1	Transport					
2.2	Overnight					
2.3	Perdiem	15 Gel/day				
	Total					
	Grand total					

**** indicated fees shall include income tax and pension fund costs.**

Budget should not contain the costs that are not relevant for the activities envisaged under the project. Neither ongoing costs of the organization nor any kind of debt will be covered from the budget.