

## **Support the introduction of Citizen Feedback Models (CFMs) for identified municipal services in two pre-selected Georgian municipalities**

On behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ), GIZ project - Good financial Governance in Georgia (GFG) invites organizations to submit the proposals for consultancy services.

### **1. Brief description of the Project**

Project Name: Good Financial Governance in Georgia (GFG)

Project Objective: Selected Georgian municipalities plan and implement their budgets in a more results-oriented, gender-sensitive and participatory manner.

Basic fields of action:

- 1) Improved result-oriented and cost-efficient planning at the local level;
- 2) Strengthened accountability of local self-governments in budget planning and implementation;
- 3) Practical application of citizen participation mechanisms in municipal budgeting; scaling up of good practice examples through extensive stakeholder dialogue formats;
- 4) Alignment of municipal budgets with the goals of the Agenda 2030.

Project duration: 01/04/2023 – 31/03/2027

### **2. Background information**

As a follow-up of its predecessor projects, GIZ 'Good Financial Governance in Georgia' supports Georgian municipalities in result-oriented and accountable planning and implementation of municipal budgets which should lead to the improved delivery of citizen-oriented services at the local level. In order to achieve this objective, GFG is working in different fields of action including but not limited to the result-oriented and cost-efficient municipal planning, strengthened accountability and transparency at the local level, gender budgeting, practical application of citizen participation mechanisms and scaling up of good practice examples in different Local Self-Governments (LSGs).

When delivering the services to the local population municipalities may disburse significant amount of their budget, time and human resources. However, if the citizens/consumers are not satisfied the disbursed resources could not be considered as effective and/or efficient.

The key objective of the municipal service quality management is to ensure high citizens' satisfaction level with the provided services. Therefore, in order to deliver quality services, it is important to be aware of citizens' expectations and their needs. One of the main instruments for LSGs to get aware of citizens needs/expectations is a citizens' informal feedback, that could be provided through different communication channels/sources. On one hand, without

existence of a sustainable and coordinated citizens' feedback mechanism it would be difficult for the LSGs to ensure delivery of quality services. While on the other hand, proper management of citizens' informal feedback is an effective mechanism for gaining citizens' confidence and avoid legal complaints.

Within the frames of GFG's predecessor programme, with the purpose of improving the quality of local service delivery and thus ensuring cost-efficient and effective planning/implementation of local budgets, Citizens' Feedback Management Guideline was developed for municipalities (see an attached annex N5). The purpose of the guideline is to support LSGs in introduction of sustainable and coordinated process for the submission and management of a citizen's feedback. To continue the path launched within the frames of its predecessor program and practically apply citizens' feedback instruments, GFG is planning to support two pre-selected Georgian municipalities (Poti and Akhaltsikhe)<sup>1</sup> in introduction of Citizens' Feedback Models (CFMs).

### **3. Goal of the Assignment**

The goal of the assignment is to:

- Support two pre-selected Georgian municipalities in introducing Citizen Feedback Models (CFMs) for identified municipal services;
- Improve the quality of local service delivery, increase citizens' satisfaction level and ensure effective and efficient spending of municipal resources.

### **4. Scope of the assignment**

In order to achieve the goal of the assignment, service provider shall ensure the fulfillment of the following tasks/activities:

- 4.1. Development of a Citizen Feedback Model for Selected municipal services in pre-selected Georgian municipalities.
  - 4.1.1. With the purpose of selecting pilot services and defining responsible municipal units, services provider shall:
    - Conduct introductory working meetings with the involvement of municipality mayors and heads of municipal departments;
    - Establish one working group per municipality which will be responsible for supporting the introduction of CFM within respective LSG;
    - Identify/select at least three municipal services in two pre-selected municipalities.
  - 4.1.2. Adaption of selected municipal service standards into a simple and understandable format for service users:
    - In collaboration with the WGs created in each municipality and with the participation of local citizens/service users, service provider should study identified/selected service standards in terms of customer focus, transparency, clarity and comprehensiveness.

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<sup>1</sup> At the preparatory stage of an assignment the selected municipalities might be replaced with one of the pilot municipalities of GFG (*GFG pilot municipalities: Rustavi, Telavi, Khashuri, Dusheti, Kharagauli, Ozurgeti, Keda, Akhaltsikhe*).

- Service standards should be translated into a simple and understandable format and effectively communicated to service users to effectively engage them in the Citizen Feedback Model.

#### 4.1.3. Design the Citizen Feedback Model

- The municipal Feedback Model for minimum three selected municipal services should be designed with the involvement of WGs and service users. Online/offline facilitation of the WGs should be ensured during the development process.
- **Definition of means and sources of feedback.** For each selected service several means/tools (e.g. e-mail, social network, website, by phone, complaints, statements, protocols, direct communication with the population, etc.) and sources (e.g. formalized sources (regulated by law: analysis of administrative complaints, statements, petitions, etc.) and informal sources (social network, telephone hotline, public opinion survey, etc.) should be defined.
- **Definition of entities responsible for feedback management.** The municipal entities that will be responsible for the coordination of the feedback management in the relevant service area for each selected services should be defined.
- **Development of the Citizen Feedback Model procedures/instructions (registration, analysis, reporting).** The detailed procedures for receiving, registration, analysis and reporting feedback for selected municipal services should be developed including the feedback registration form, the reporting form, the form for feedback analysis and other relevant forms that will help responsible entities to coordinate and manage Citizen Feedback model.

#### 4.2. Capacity Building of Municipal Staff

- Service provider should conduct a two-day training per municipality for municipal staff members on Public Service Quality and Feedback Management. The aim of the training is to inform and equip municipal staff with practical knowledge on municipal service planning, quality assurance and how to put the particular Citizen Feedback Model in practice.
- Up to 10 municipal staff members from each target LSG should attend the training.
- In total service provider should conduct two trainings in two pre-selected municipalities.

#### 4.3. Piloting of the Citizen Feedback Model

- Service provider should ensure online/face-to-face consultancy support to the municipal staff during the piloting of the CFMs in two pre-selected municipalities.

### 5. Deliverables and outputs of the assignment

- At least three service standards translated into a simple and understandable format for pre-selected municipalities;
- At least three Citizens Feedback Models are developed for two pre-selected municipalities;

- Up to 20 local civil servants from two pre-selected municipalities are equipped with practical knowledge on CFM implementation through training and consultation provided by a service provider;
- Mid-term and final reports on implementation of assignment (in Georgian, summary reports should be also provided in English).

### Approximate Timeline, Deliverables and Number of Working Days

Tasks	Deliverables	Tentative Timeline	Approx. number of expert days (up to)
Development of the Citizen Feedback Models for pre-selected municipalities with high level of stakeholder involvement	At least three service standards translated into a user-friendly format for pre-selected municipalities	End of May-June, 2024	68
	At least three Citizen Feedback Models for two pre-selected municipalities	June-July, 2024	
	The mid-term report	July, 2024	
Piloting of CFMs in pre-selected municipalities	Two training reports on capacity building of at least 20 municipal employees of two pre-selected municipalities	August, 2024	50
	Report on the consulting activities provided to the municipal staff of pre-selected municipalities on CFM implementation	August-November, 2024	
	The final report	November, 2024	

### 6. Other terms

- 6.1. Service provider shall regularly provide information on results and perform all the assignments listed in the ToR in a close coordination and agreement with GIZ.
- 6.2. During the performance of the assignment, service provider shall meet the personal data protection standards envisaged by the legislation.
- 6.3. Service provider shall follow the GIZ PR and visibility regulations.

## **Submission and Selection of Proposal**

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

Entrepreneurial (LLC) and non-entrepreneurial legal entities (NNLE, NPO), 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**

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 – government, municipal services, municipal service quality assessment, citizens' feedback/complaint management;
2. The technical proposal shall explain in detail how the company will plan the work and perform the objectives listed in the Terms of Reference (ToR) document considering such aspects as compliance with the ToR, implementation methodology, 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 the relevant professional experience and qualifications as indicated below under the section: **“Professional experience of presented team”**;
5. Budget cost efficiency.

## **General Professional experience of presented experts/team:**

- At least 5 years of experience in performing similar assignments in the area of local self-government, local service quality assessment and citizen participation;
- Experience in citizens' feedback issues in public agencies;
- Experience in working with and knowledge of local self-governments in Georgia (relevant information should be attached);
- Experience in working with international organizations
- At least two implemented projects of similar nature (information should be attached)
- Good command of written and spoken Georgian. Good knowledge of English of at least one expert.

## **Suggested experts should possess:**

### **Expert 1 (team leader)**

- University degree in public administration, law, economics, public relations or comparable academic background; (2.1.1 of assessment grid)
- At least five years of working experience in managing similar projects; (2.1.5 of assessment grid)

- Expert level competences in the area of local self-government, municipal service quality, citizens feedback management related issues; (2.1.4 of assessment grid)
- Strong analytical and writing skills and experience in producing formal/analytical documents; (2.1.4 of assessment grid)
- Good command of written and spoken Georgian; Good command of written and spoken English; (2.1.2 of assessment grid)
- Excellent communication and coordination skills between various stakeholders; (2.1.3 of assessment grid)
- Experience in working with international organizations. (2.1.3 of assessment grid)

### **Expert 2 (Citizen Feedback Management at the local level)**

- University degree in public administration, law, economics, public relations or comparable academic background; (2.6.1 of assessment grid)
- Expert level competences in the area of local self-government, municipal service quality, citizens feedback management related issues; (2.6.4 of assessment grid)
- Additional competences in citizen participation, communications, personal data protection, provision of electronic services; (2.6.4 of assessment grid)
- Experience in working with local self-governments; (2.6.3 of assessment grid)
- Practical experience in developing formal/analytical documents; (2.6.4 of assessment grid)
- Excellent communication and coordination skills with various stakeholders (2.6.3 of assessment grid)
- Good command of written and spoken Georgian; Good knowledge of English would be a preference; (2.6.2 of assessment grid)

### **Expert 3 (support staff – if necessary)**

### **Expert 4 (accountant – if necessary)**

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

**Note:** *Expected number of experts (including support staff) suggested by a bidder for the given assignment is up to four.*

### **Project Duration and payments**

Tentative contract period for the service will be **15.05.2024 – 30.11.2024**.

Within the frames of the contract the payments will be made gradually upon submission of reports.

## Submission of Application

Application should be submitted in English.

**Technical proposal should contain the following information** (*recommended structure of the proposal*):

### 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 methodology (shall be in compliance with the terms of reference under this tender announcement);*

#### 2.3 Activities defined by the project and implementation schedule

#	Activity	May	June	July	August	...	Comment
1	X						<i>[If Relevant]</i>
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.

## The Financial offer

The attached price schedule is required to be used for the preparation of the financial offer.

Please calculate your price bid in line with sample costing requirements specified in the attached price schedule.

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.

**NOTE:** *GIZ is released from VAT payment in Georgia when purchasing different types of services/goods, therefore, budget should be submitted without VAT. However, potential*

*service providers should consider that they will not be released from VAT payment when purchasing goods/services within the frames of the given assignment.*

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