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صندوق تطوير وإقراض البلديات
Municipal Development & Lending Fund



REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – FIRMS SELECTION)

Country: Palestine

Assignment Title: Direct Beneficiaries, Clients and Citizens Satisfaction

Assessment (End of Cycle 2)

Reference No. : 4.3.1-CII

The Palestine Liberation Organization, for the benefit of the Palestinian National Authority (PNA), has received an initial financing in the amount of 61.97 Million Euros from the World Bank-International Development Association (IDA), PNA, KFW, Denmark, SIDA, EU, SDC, VNG, BTC, GIZ and AFD towards the cost of the 2nd phase of the Municipal Development Program (MDPII).

The Municipal Development and Lending Fund (MDLF) as an implementation agency for the project intends to use part of the grant for consulting services to hire a Consultancy Firm to conduct the “**Direct Beneficiaries, Clients and Citizens Satisfaction Assessment (End of Cycle 2)**” assignment.

The Municipal Development and Lending Fund now invite eligible consulting firms to indicate their interest in providing the Services. Interested consulting firms should provide information demonstrating that they have the required qualification and relevant experience to perform the Services. The shortlisting criteria are: **General firm’s profile (Core business and years in business, qualifications in the field of the assignment, technical and managerial organization of the firm, general qualifications and number of key staff).**

Objective of the Assignment:

The objective of this consultancy is to conduct a Beneficiaries, Clients and Citizens Satisfaction Assessment as a final evaluation of the MDP-II by combining the following surveys:

- (1) MDLF clients’ satisfaction survey with municipalities and
- (2) Citizens’ satisfaction survey with municipalities’ performance and
- (3) Beneficiaries’ satisfaction survey of MDPII intervention concerning the direct beneficiaries of component 1 and Component 5 sub-project.

The goals of the clients and citizens satisfaction assessment are:

1. Assess the satisfaction of municipalities with the performance of the MDLF.
2. Assess the satisfaction of citizens with the performance of municipalities.
3. Perform comparative analysis between the baseline of MDP-phase II and the final survey of MDP-II, i.e. between the 2013 baseline and the 2017 survey.



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4. Develop recommendations and lessons learned, based on the empirical findings, to address the identified performance concerns (with 1) and (with 2) - that are within the realm of both entities.

The MDPII Beneficiary Satisfaction Assessment would examine the effects of the ongoing MDP-II on its beneficiaries by:

1. Assessing the perception of beneficiaries on MDPII activities delivered and the project outputs as well.
2. Assessing the relation with and performance of the Local Technical consultants, hired by MDLF, to support municipalities during the projects.
3. Producing lessons learnt and recommendations for future programs.

The attention of interested consulting firms is drawn to paragraph 1.9 of the World Bank's: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers published by the World Bank in January 2011, revised in July 2014 ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications.

Consultancy firms will be selected in accordance with the procedures set out in the MDLF Procurement Manual which is based on the World Bank's Guidelines: Selection and Employment of Consultants by the World Bank Borrowers, published by the World Bank in January 2011, revised in July 2014/ **Selection Based on the Consultants' Qualifications (CQS)**.

Further information can be obtained at the address below during office hours 8:00 A.M. to 4:00 PM.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by **24/04/2017**.

Dr. Tawfiq Bdeiri

Director General

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