



MONTENEGRO
Ministry of Agriculture and Rural Development

Advertisement for Expressions of Interest
Satisfaction and Social survey of Grant beneficiary
MNE-MIDAS-7716-ME-CQ-CS-12-2.1.a.13

LOAN NUMBER: 7716-ME

The Government of Montenegro and the MARD (Ministry of Agriculture and Rural Development), as the implementing entities, entered into a loan arrangement with the World Bank, under the title “Montenegro Institutional Development and Agriculture Strengthening” (MIDAS Project), which is aimed at preparing Montenegrin agriculture and its institutions for the future membership of the EU. Total value of the Project is 17.1 million €. The Project will be implemented over a 5-year period from mid-2009 until mid-2014. The MIDAS project intends to apply part of this loan to payments under the contract for consultant service Satisfaction and Social survey of Grant beneficiary.

Objective of the Survey:

The Satisfaction Survey (Questionnaires 1, 2 and 3) will assess the quality, efficiency and effectiveness of the MIDAS grants program and the service delivery of Advisory services and MARD Sector for Payment – especially towards reaching Community (EU) standards, by surveying service users of, program **participants (successful and unsuccessful applicants) and the general public** about their satisfaction, perceptions and awareness of the program and these services and the areas of their demand for a third round of the grants program.

The Social Survey (Questionnaire 4) will assess the progress towards the objectives of the first round of the MIDAS grants program: investments into agricultural holdings (EU IPARD target measure, Priority Axis 1), namely to assess the change in productivity, competitiveness, product quality and awareness of Community (EU) standards of agricultural holdings. The focus group will be **successful grants program applicants**.

Scope of work – Requested Services:

The research company shall design the work plan and the methodology for conducting the survey, as well as the appropriate methodological instruments (Survey Questionnaires) in accordance with the requirements of the Client (MARD) in order to achieve the expected results. The work plan (dynamic and details) and draft design of the methodology should be proposed and submitted for the application to this assignment. The survey will use quantitative and qualitative survey methods to collect the required data.

The hired company would be responsible for the following activities:

- Conducting four *Exploratory Focus Groups* (pilot) in municipalities, which have been selected by MARD for the Satisfaction and Social Survey (including women, young and remote farmers). These focus groups will involve 7-10 respondents per group and will serve to test and inform the design of the data collection instruments.
- Prepare data collection instruments (questionnaires for the Satisfaction Survey and the Social Survey).
- Conduct a **Satisfaction Survey** (Questionnaires 1, 2 and 3) in up to 21 municipalities. Recommended question categories: perceived quality/ efficiency/ effectiveness of services and procedures, usefulness/ appropriateness of information received, demand for grants program, changes in perception and satisfaction, opportunities, constraints, awareness. A random sample of 200 people who are general users and 500 people who were grants program participants (ca. 250 successful and 250 unsuccessful) in each municipality should be selected. The overall number of questionnaires to be administered will be around 700.
- Conduct six *Follow-up Focus Groups* to discuss the findings of the Satisfaction Survey – 1 focus group with female farmers, 1 focus group with young farmers, 1 focus group with remote farmers, 3 focus groups with general users/ participants.

- Conduct a **Social Survey** (Questionnaire 4) in up to 21 municipalities to assess the change in productivity, competitiveness, product quality and awareness of Community (EU) standards of agricultural holdings. A random sample of average of 15 people (*successful* grants program applicants) in each municipality should be selected (including female, young and remote farmers). The overall number of questionnaires to be administered will be around 300;
- Elaborating inception report, draft report of findings, and final report in close association with the PMT-MARD;
- Formulating practical recommendations for MARD, and Project's activities;
- Preparing and organizing jointly with the research company and MARD staff a workshop on the findings and recommendations of the surveys.

Assignment duration

In total, one Satisfaction and Social Survey is planned and will be completed within 5 months from the day of signing the Contract.

The expected deliverables are the following:

- Questionnaire Pilot Focus Groups prepared and submitted to Client (2 hours/12 questions x 4 groups, later questionnaires) (subject to approval of the Client);
- Inception report on pilot focus groups prepared and submitted to Client (3 weeks after contract signing).
- Draft data collection instruments - Draft Questionnaires 1,2,3,4 prepared and submitted to Client (subject to approval of the Client);
- Quantitative data, in the form of an excel spreadsheet, collected through Satisfaction and Social Survey prepared and submitted to Client (3 months after contract signing);
- Draft report on the Satisfaction and Social Survey, including analysis of discussions of the Follow-up Focus Groups, general conclusions, findings and recommendations (4 months after contract signing) prepared and submitted to Client (subject to approval of the Client);
- Final report and preparation of the material for small brochure about Satisfaction and Social Survey prepared and submitted to Client and Presentation at a workshop on the findings and recommendations of the survey. Satisfaction and Social Survey.

Expressions of interest:

The MIDAS project team now invites eligible Consultant firms to indicate their interest in providing the services. Interested Consultant firms must provide information justifying they are qualified to perform the required services:

The research company, selected to conduct the Satisfaction and Social Survey should have:

- At least 3 years of experience in producing similar surveys and conducting researches (proven by a reference list of studies/ researches);
- Demonstrated experience in conducting large nationally representative researches (at least 3 researches on the samples of 1000 or more legal and physical persons in the past three years, for the researches of business entities; at least 5 researches on the samples of more than 1000 respondents in the last three years for large-scale researches);
- Capacity and availability of (logistic) resources to carry out required work in required period of time;
- Demonstrated experience with both qualitative and quantitative data collection techniques;
- Ability to write and communicate in a clear and concise manner in English language;
- Ability to analyze data collected using SAS/SPSS;
- Certain work experience in the area of cadastre, land policy, real estate, property etc. will be considered as an advantage.

Key staff qualifications:

The team will include at minimum the following qualified personnel:

- **Research Director – Team Leader:** with advanced professional/ academic qualifications in one or more of the relevant fields (social science, statistics, analytical research, sociology, etc.), with at least 5 years experience in the region and specific experience with social analysis/surveys with advanced understanding and practical experience in various quantitative and qualitative analysis and research methodologies.

- **Participatory approaches specialist:** with professional/ academic qualification in one of the relevant fields (social science, statistics, analytical research, sociology, etc.), specific experience in focus group design and facilitation and applied project experience, preferably in the region. Advanced degrees shall be considered as a plus.
- **Social survey specialist:** with professional/ academic qualification in one of the relevant fields (social science, statistics, analytical research, sociology, etc.) and specific experience in designing, conducting and analyzing social surveys. Advanced degrees shall be considered as a plus;

The team members will be expected to have:

- Excellent interpersonal skills with ability to reach across different stakeholders at all levels;
- experience working in the region, and preferably in the local language;
- excellent coordination, communication and teamwork skills;
- Demonstrated ability to meet deadlines.

The company is obliged to submit for the key staff CVs. Other documents considered important, and which are not listed above, can also be submitted.

Evaluation criteria - Selection process

Evaluation criteria	points
Qualification and competence of the key staff for the assignment	30
Relevant work experience of the company / JV in similar projects	50
Capacity and availability of (logistic) resources	10
Work experience in the area of cadastre (knowledge of the territory)	10
Total	100

Consultant firm may submit other documents considered important, and which are not listed above to justify general qualifications and qualifications relevant to the assignment

Consultants firm may associate to enhance their qualifications. The associations should clearly indicate the form of the association (Joint-venture, sub-consultancy; member in charge; other member/s and or sub-consultants). Joint ventures should submit letters of intent indicating their intent to form a joint venture if awarded the contract and shall provide the above mentioned information for each member of the joint venture.

Consultants firm may only submit one expression of interest. If a Consultant firm submits or participates in more than one expression of interest, such expression will be disqualified. However, sub-consultants, including individual experts, may participate in more than one expression of interest only in the capacity of sub-consultants. A consultant will be selected in accordance with the procedures for Selection Based on Consultants' Qualification (CQ) set out in the World Bank's [Guidelines: Selection and Employment of Consultants by World Bank Borrowers](#) (May 2004, revised in October 2006).

Interested consultants may obtain further information at the address below, from 09:00 to 17:00 hours.

Expressions of interest must be delivered to the address below by: **September 18th, 2012, until 17:00 hours.**

Envelop with EOI must have title indicating the subject: **MNE-MIDAS-7716-ME -CQ-CS-12- 2.1.a.13**
Submission by e-mail is not allowed.

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