

REQUEST FOR EXPRESSIONS OF INTEREST

Country: Republic of Moldova

Name of Project: Moldova Rural Connectivity Project

Loan No./Credit No.: IBRD Loan No. 9672-MD/IDA Credit No.7538-MD

Assignment Title: Beneficiary Satisfaction Survey at the Project Initial Stage (Baseline Study)

Reference No. (as per Procurement Plan): MRCP/CS/09.

The Government of the Republic of Moldova has received financing from the World Bank (the “Bank” or the “WB”) in the form of a loan/credit to the Î.S. “Administrația de Stat a Drumurilor” (“Client” or “SRA”) toward the cost of the Moldova Rural Connectivity Project, and intends to apply part of the proceeds under the contract for which this Request for Expressions of Interest (REOI) is issued.

The consulting services (“the Services”) include beneficiary satisfaction surveys carried out before, during and after the project implementation phases, in order to be able to gauge the changes brought out by the project on the beneficiaries of different demographics such as men, women, youth, elderly, unemployed, disabled, etc. The impacts would relate to (i) the road rehabilitation works, (ii) modernization of three BCP infrastructure and systems, and (iii) 6 (six) improved selected blackspots on different location of the road network.

The tentative total duration of consulting services for beneficiary perception assessment is 4 (four) months from the date of signing the contract.

The Terms of Reference (TOR) for the primary procurement stage for the assignment *can be found at the following link:*

[http://files.asd.md/Directia_investitii/ToR_Beneficiary_Survey_ver.07_TC_WB_WBcomments_\(2\)_CLEAN.zip](http://files.asd.md/Directia_investitii/ToR_Beneficiary_Survey_ver.07_TC_WB_WBcomments_(2)_CLEAN.zip)

and/or can be obtained following a formal request to the Client to procurement@asd.md.

The Î.S. “Administrația de Stat a Drumurilor” now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

In order to determine the capability and experience of consulting firms seeking to be qualified, the information submitted in EoI shall include the following:

1. Company Profile:

- Company profile, core business, staffing levels and technical capacity, annual turnover;
- Details of firm’s/association’s/joint venture’s standard quality policies, procedures

- and practices;
- Name, qualifications and relevant experience of firm's director or manager who will assume overall responsibility for the firm's, association's or joint venture's team coordination, management and output;
- Specific details of firm's/association's/joint venture's procedures to ensure quality of its performance over the life of this assignment including management coordination and role of each firm.

2. Company Experience:

Provide up to 10 project references in similar social survey study assignments, undertaken in the past 5 years¹ (**started and successfully completed in the related period**), which the firm/association/joint venture considers that best illustrate its experience relevant to the assignment, to include the following details:

- Project title and narrative description of the project;
- Contractual role of the firm;
- Detailed description of the actual services provided by the firm;
- Name of firm's senior staff (Project Manager, Team Leader) involved and function performed;
- Number of staff and number of person-months of professional staff provided by the firm;
- The presence of any lead or affiliate companies and their respective roles;
- Detailed description of the actual services provided by associate companies;
- Number of staff and number of person-months of professional staff provided by affiliate companies;
- Location, and start and completion dates;
- Contract value;
- Name of the Client and funding source, with which procurement rules, e.g. IFIs', were applied.

Contracts that have been completed prior to this cut-off date will not be considered.

In case more than 10 project references will be provided, only first 10 will be taken into consideration during evaluation. These should be the most relevant 10 projects the Consultant believes will best demonstrate their fit for the assignment.

The information on the company's profile shall be submitted in accordance with Table 1 and the information on company's experience in accordance with Table 2 of the attached Annex 1.

The following shortlisting criteria and weightings for each criteria/sub criteria will apply in evaluation of the EoIs and shortlisting of the consultants:

Criteria • Sub criteria	Weighting	Points
----------------------------	-----------	--------

¹ Last five (5) years means the period from 2020 and up to expression of interests' submission date.

<i>Company Profile</i>	30 %	30
• Core business and years of experience	10 %	10
• Technical and administrative capacity	10 %	10
• Financial strength	10 %	10
<i>Company Experience</i>	70 %	70
• Experience of consultant specific to the assignment	60 %	60
• Experience of consultant specific to region	10 %	10

For evaluation of EOIs, the following rating system for each criterion and sub-criterion will be used:

Ranking	Percentage of the maximum score allocated to the criterion and/or sub-criterion (%)
Excellent	96 - 100
Good	81 - 95
Satisfactory	70 - 80
Unsatisfactory	0 - 69

Consultants shall include in their EOIs the information, which provides sufficient description of the respective aspects to be evaluated.

The highest ranked Consultant, after being shortlisted, will be provided with RFP, requesting Technical Proposal and Financial Proposal in accordance with the procedures set out in the World Bank's 'Procurement Regulations for IPF Borrowers: Procurement in IPF of Goods, Works, Non-Consulting and Consulting Services,' dated September 2023.

Key Experts will not be evaluated at the shortlisting stage.

The shortlist will contain 3 (three) to 6 (six) firms.

The submitted EOI is to be in English language and shall not exceed 40 pages.

A Consultant will be selected under Consultant's Qualifications (CQS) method in accordance with the procedures set out in the Bank's "Procurement Regulations for IPF Borrowers" dated September 2023 ("Procurement Regulations"), which can be found at the following website: www.worldbank.org.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" September 2023 setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A Consultant will be selected in accordance with the Framework Agreement arrangements described in the Procurement Regulations and to be specifically set out in the Request for Proposals.

Further information can be obtained at the address below during office hours from 9:00 a.m. to 4:00 p.m. (local time).

Expressions of interest must be delivered to the Client in an envelope marked "Expression of Interest for "MRCP Beneficiary Satisfaction Survey"" to the address below by **April 4th 2025, at 16:00 local time (extended deadline)** in hard copy (one original and one copy) and one electronic copy on memory stick, or by e-mail.

Attn: Natalia CAPATINA

State Roads Administration 12a, Bucuriei, Chisinau, MD-2004, Chisinau, Moldova

Tel: (+373 22) 74 36 31

E-mail: procurement@asd.md.

Annex 1.

Table 1. Company's profile Form

Criteria • Sub criteria	Info																																
Company Profile																																	
• Core business and years of experience	<i>{type of company, country and year of formation, company registration number, head office address, branch office address, fields of activity, organizational and management structure}</i>																																
• Technical and administrative capacity	<i>{No. of permanent staff for last five years (total staff and staff in relevant fields); relevant managerial capacity of the Project Coordinator (CV), membership of professional organizations, quality control/ quality assurance certification}</i>																																
• Financial strength	<i>{Turnover for last five years (2020-2024), In case of joint venture of two or more firms to be filled separately for each member}</i> <table border="1"> <tr> <th colspan="4">Annual Turnover</th></tr> <tr> <th>Year</th><th>Amount in currency</th><th>Exchange rate²</th><th>Amount in EUR</th></tr> <tr> <td>2020</td><td></td><td></td><td></td></tr> <tr> <td>2021</td><td></td><td></td><td></td></tr> <tr> <td>2022</td><td></td><td></td><td></td></tr> <tr> <td>2023</td><td></td><td></td><td></td></tr> <tr> <td>2024</td><td></td><td></td><td></td></tr> <tr> <td>Average Annual Turnover</td><td></td><td></td><td></td></tr> </table>	Annual Turnover				Year	Amount in currency	Exchange rate ²	Amount in EUR	2020				2021				2022				2023				2024				Average Annual Turnover			
Annual Turnover																																	
Year	Amount in currency	Exchange rate ²	Amount in EUR																														
2020																																	
2021																																	
2022																																	
2023																																	
2024																																	
Average Annual Turnover																																	
Experience																																	
• Experience of consultant specific to the assignment	<i>{see Table 2. Consultant's Experience Form.}</i>																																
• Experience of consultant specific to the NIS countries and South-East Europe region ³																																	

² The exchange rate should be the rate established by the National Bank of Moldova as of 1st of July of each referred year.

³ "Experience of consultant specific to the South-East Europe region" refers to experience gained by the consultant in the successful completion of assignments of similar nature and complexity in NIS countries and South-East Europe countries.

Table 2. Consultant's Experience Form

Project No.: ____ of 10	
Project name:	Value of the Contract: Value of the services provided by your firm:
Country: Location within the country:	Start date (month/year): Completion date (month/year):
Name of Client:	Duration of Project (months): Procurement procedure: (e.g. IFIs', where applied)
Funding source:	No. of professional staff provided by the firm: No. of person-months of professional staff provided by the firm:
Name of associated Consultants:	No. of professional staff provided by affiliate companies: No. of person-months of professional staff
Contractual role of the firm(s):	Name of senior professional staff and functions performed:
Narrative description of Project:	
Description of actual services provided by your staff within the Project:	
Detailed description of the actual services provided by associate companies:	