



**MINISTRY OF LANDS, HOUSING AND URBAN DEVELOPMENT
Plot 13/15 Parliament Avenue P.O Box 7096 Kampala**

REQUEST FOR EXPRESSIONS OF INTEREST

(CONSULTING SERVICES– FIRMS SELECTION)

Assignment: CONSULTANCY SERVICES TO CONDUCT A BENEFICIARY SATISFACTION SURVEY (FY2021/2022).

Procurement Reference No: MLHUD/USMID-AF/CONS/20-21/00003

1.0 Introduction

The Uganda Support to Municipal Infrastructure Development, Additional Financing (USMID-AF) Program is a follow-on operation to the Uganda Support to Municipal Infrastructure Development (USMID) Program that was successfully implemented from FY 2013/14 to FY 2017/18 in 14 Municipal Councils. Thirteen (13) of these Municipal Councils, with the exception of Tororo, have been elevated to City Status, with 10 of them effective July 1, 2020.

The Municipalities and Cities under USMID-AF include Arua, Gulu, Lira, Soroti, Moroto, Mbale, Tororo, Jinja, Entebbe, Masaka, Mbarara, Kabale, Fort Portal, Hoima, Kitgum, Kasese, Kamuli, Mubende, Lugazi, Apac, Ntungamo, Busia

USMID-AF was approved by the World Bank Board on May 15, 2018, approved by Cabinet on July 23, 2018, and declared effective on April 11, 2019 and is expected to close on December 31, 2023. The program is funded through a US\$ 335 million credit and a Grant of US\$ 25 million from the World Bank making a total program funding of US\$ 360 million over the five-year period. The Program is being implemented in 33 Local Governments including 11 refugee hosting districts¹

1.1 Background to the assignment

On 25th August 2020, the Ministry of Lands Housing and Urban Development commissioned the first Beneficiary Satisfaction survey for the USMID Program. This study covered 14 municipalities namely: Arua, Entebbe, Fort Portal, Gulu, Hoima, Jinja, Kabala, Lira, Masaka, Mbale, Mbarara, Moroto, Soroti and Tororo.

According to the survey findings, majority (98%) were aware of the ongoing infrastructure/service improvements in their municipality. Majority (52%) of the beneficiaries were informed about the program through the LG municipality

¹ Adjumani, Arua/ Madi-Okollo/ Terego, Isingiro, Kiryandongo, Moyo/Obongi, Yumbe, Kamwenge and Lamwo

representatives. About nine in every ten (93.7%) respondents were satisfied with outputs resulting from USMID support. 34.6% were very satisfied and 59.1% were satisfied. About six percent (6.2%) of the respondents were not satisfied with the outputs resulting from USMID support in the targeted municipalities. Out of the 49 respondents that participated in the survey from Entebbe municipality, 44% were the least satisfied. This was very common especially among the displaced traders operating around the yet to be commissioned taxi park.

The survey made several recommendations which are now included as part of the activities for the FY 2021/2022 work plan. These recommendations among others include.

- Providing more information about the clustering model.
- Timely delivery of project outputs.
- Putting in place infrastructure user committees.
- Further strengthening the grievance and complaints management system.

1.2. Overall and Specific Objectives of the Consultancy

The major goal of the Beneficiary Satisfaction Survey is to ascertain the level of stakeholder satisfaction with completed projects, planned sub projects, gather feedback and lessons to promote stakeholder engagements and social accountability.

1.3. Specific Objectives of the assignment

- To determine beneficiaries' level of awareness of USMID-AF
- To ascertain beneficiary level of participation in the project activities especially new project identification.
- To identify beneficiaries' perception of the sub-project before construction
- To find out beneficiaries' level of satisfaction with the appropriateness of the completed sub-projects.
- To examine beneficiaries' perceptions of the impact of the completed projects.

1.4. Scope of Services

The consultant will have overall responsibility for ensuring that the beneficiary satisfaction survey is undertaken in a professional and objective manner and the scope of work will include the following.

- a. Review of all documents relevant for the assignment
- b. Develop Data Collection Tools
- c. Develop a sampling strategy to guide data collection
- d. Manage the survey.
- e. Undertake field visits and interviews with stakeholders in the 22 local governments.

- f. Prepare the deliverables for the assignment in a timely manner.
 - g. Present the findings in an acceptable format to stakeholders during reviewworkshops that will be organized by the client
 - h. Participate in scheduled progress meetings with Client.
2. The consulting services (“the Services”) include **Beneficiary Satisfaction Survey (FY2021/2022)**.
 3. The consulting services are expected to take 8 weeks.
 4. The Ministry of Lands, Housing and Urban Development now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services.
 5. Interested Consultants should provide information in form of brochures, company profiles, etc., demonstrating that they have the required qualifications and relevant experience to perform the Services. The Consultants should indicate their interest in providing the Services by responding to this request for expression of interest.
 6. The Expression of Interest will be evaluated based on the Public Procurement and Disposal Act and Regulations (2003 and as amended) and each Firm **SHALL** need to submit **1 original** and **5 copies** of the documents (**soft copy [PDF] & hard copy**).
 7. The short-listing criteria:

Firms shall be evaluated based on the following criteria:

 - (i) Eligibility requirements including:
 - a. Valid practicing and/or trading license 2021 or its equivalent,
 - b. Valid Tax clearance certificate
 - c. Certificate of incorporation or Registration.
 - d. Company documents including Memorandum and Articles of Association.
 - e. Copies of National Identity cards of all the Directors of the company.
 - f. Registered specific powers of attorney and Notarized powers of attorney for foreign firms.
 - g. Registered/Notarized joint venture/association agreement were applicable.
 - (ii) General Experience of at least 6 years in undertaking assignments of similar nature. Such assignments should include carrying out baseline surveys, customer/ client satisfaction surveys, project reviews, institutional and organizational audits.
 - (iii) For individual experience of the proposed personnel, it should have been acquired within the last 24 months from August 2021.
 - (iv) Evidence of valid PPDA registration and Trading License, (for the firm).
 - (v) Evidence of availability of required experts for the assignment (attach CVs and copies of academic certificates/ transcripts)
 - (vi) Fulfilment of obligations to pay taxes and social security contributions in Uganda (attach evidence).
 - (vii) Annual revenue of at least 200,000,000/= or its equivalent in other currency in the last two financial years (2019 and 2020) as per the provided audited income statements
 - (viii) Specific experience of the firm;

Evidence of the at least three (03) previous similar assignments undertaken in the last five years. This evidence shall be in the form of Certificates of completion of assignment or signed contracts or LPOs.
 - (ix) Recommendation letters from previous clients. These should be in line with similar assignments.

(x) Presence of skills among the consultant's personnel and in adequate numbers in the following areas:

Team Leader (1)

- a) The Team Leader shall be a holder of a Bachelor's degree in Business Administration, Economics, Social Sciences, Engineering, Urban/Physical Development or Project management and Planning.
- b) A Master's degree in any of the above fields
- c) At least successful execution of two (2) similar assignments that involve assessing customer/beneficiary satisfaction in the last three years.
- d) At least 6 years relevant experience in managing consultancy teams.

Team members:

The consultancy team shall consist of a minimum of six team members; including;

Expert	Qualification	Experience
Team Leader	Indicated above	Indicated above
Civil Engineer,	<ul style="list-style-type: none"> a) He/she shall have at least a Bachelor's degree in Civil Engineering plus a master's in engineering. b) Registered Engineer with UIPE and ERB. 	Should have a minimum of 05 years relevant working experience with knowledge of design, implementation and evaluation of donor funded projects is required
Physical Planning Expert	<ul style="list-style-type: none"> a) A Bachelor's degree in Urban Planning, Urban Environmental Management or Physical Planning from a recognized University. b) Master's degree in any of the above field c) Registered with requisite professional institution 	At least 05 years relevant experience in urban/physical planning with knowledge of implementation urban based donor funded projects
Monitoring and Evaluation (M&E) Expert	<ul style="list-style-type: none"> a) A Bachelor of Science Degree in Environmental Management or Natural Resources/ Biological Sciences or Environmental Engineering 	<ul style="list-style-type: none"> c) At least 05 years' relevant work experience in evaluation environmental compliance on donor funded development

	b) A Master's degree in any of the above fields.	projects in Uganda or similar setting. d) Knowledge of World Bank Environment and Social safeguards requirements
Social Development Expert	a) A Bachelor's degree in Social Work and Social Administration, Development Studies, Social Sciences with bias in Sociology, Social Administration, Anthropology, Community Psychology, Adult and Continuing Education b) A Master's degree in any of the above fields.	c) At least 05 years' experience in implementation and evaluation of social development projects on donor funded projects in Uganda or similar settings d) Knowledge of World Bank Environment and Social safeguards requirements
Statistician	Bachelor's degree in Statistics/ Economics.	Practical experience in management of survey data of at least 5 years.

NB:

The cost of any non-key personnel deemed necessary for assignment may be included in the proposal separately

The costs for reimbursable expenses during the assignment (if any) should be clearly indicated. Such costs may include Communication costs, Stationary, printing, photocopying, binding of reports, and transport. Additional reimbursable costs will be agreed upon during negotiation meetings with the client.

8. Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications. However, the EOI should specify the nature of association i.e., whether joint venture or sub-consultancy.
9. A Consultant will be selected in accordance with the Quality and Cost Based Selection (QCBS) method set out in the Consultant Guidelines.
10. Further information can be obtained at the address below during office hours from **08:00 to 17:00 hours (Local Time)**:
The Head of Procurement and Disposal Unit
Ministry of Lands, Housing and Urban Development,
First Floor, Room 17 Parliament Avenue,
Kampala- Uganda
Telephone +256 414 345298
E-mail: pdumlhud@gmail.com or pdu@mlhud.go.ug
11. Written Expressions of Interest must be delivered physically or by courier to the address above by **2:00 Pm on 18th November 2021.**

12. Proposed Schedule

Activity	Date
Invitation for Expression of Interest (EOI)	1st November 2021
Closing Date for Submission of (EOI)	18th November 2021 at 2:00Pm
Short listing and process and necessary approvals	22nd Nov – 3rd December 2021
Issuance of Request For Proposal (RFP)	17th December 2021
Pre-Bid Conference	27th December 2021 at 10:00Am
Closing Date for Submission of Proposals	6th January 2022 at 10:00Am
Evaluation of Technical and Financial Proposals	10th Jan to 18th February 2022
Negotiations and contracting	9th March 2022
Contract Signing	After Solicitor General's Clearance

Dorcas W. Okalany (Mrs.)
Permanent Secretary