

Information on the Award of Contract for Activity C.3.1.2. – Public Perception and User Satisfaction Study 2

Bosnia and Herzegovina

Federal Administration for Geodetic and Real Property Affairs

Real Estate Registration Project

Credit No.: 51880-BA

Thank you for the submitted Expression of Interest for Activity C.3.1.2. – Public Perception and User Satisfaction Study 2.

We would like to inform you the following :

a) the names of all consultants submitted Expressions of Interest

1. Prime Communications d.o.o., Banja Luka, B&H
2. proMENTE social research, Sarajevo, B&H
3. Valicon d.o.o., Sarajevo, B&H
4. Custom concept d.o.o., Sarajevo, B&H

b) the overall technical scores and scores assigned for each criterion to each consultant:

Consultant	Criterion 1 Company profile/ General experience (max. 40)	Criterion 2 Specific experience/ similar assignments (max. 60)	Total 100
1. proMENTE social research	38,33	56,67	95,00
2. Custom concept d.o.o.	36,67	48,33	85,00
3. Prime Communications d.o.o	26,66	25,00	51,66
4. Valicon d.o.o	26,66	26,66	53,33

c) Information on the successful Consultant

- The name of Consultant: proMENTE social research

- the total Contract price: BAM 28.613,79

- Duration: eighteen (18) calendar weeks

- Summary scope of the contract:

- III.1 – to administer all aspects of data gathering, entering, managing, analyzing and presenting in the control survey of public perception and user satisfaction among users of land administration services in the Federation of BiH,
- III.2 – to administer all aspects of data gathering, entering, analyzing and presenting in the control survey of general public perception of the operation of land administration system and its progress during the reform in the Federation of BiH,

- III.3 – to administer all aspects of the survey, data analysis and presentation of results of the online survey of user satisfaction with web portals of the electronic land registry database (www.e-grunt.ba) and the geoportal of cadastral data (www.katastar.ba) in the Federation of BiH.

In order for the results of analyses for III.1 and III.2 to be comparable to the results of service user satisfaction survey conducted in 2015, the second survey will be carried out using the same methodology as was used for the analyses in 2015.