

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

**Bosnia and Herzegovina  
Real Estate Registration Project**

**Credit No. 5188-BA**

**Assignment Title: Public Perception and User Satisfaction Study 2**

**Reference No. BA-RERP-5188BA-FBiH-CS-CQ-19-C3.1.2.**

Bosnia and Herzegovina and Federation of Bosnia and Herzegovina, through sub-agreement with Bosnia and Herzegovina, has received a credit from the International Development Association (IDA) toward the cost of the Real Estate Registration Project, and intends to apply part of this credit to payments for consulting services under the Contract for the public perception and user satisfaction surveys of users of services of land registry offices and cadaster offices two times during implementation of the Real Estate Registration Project.

The first survey, the purpose of which was to establish the baseline data, was conducted in the course of 2015 and the second, control survey, is planned for 2019. The surveying company (the Contractor) will be hired to work, based on prepared Questionnaires, on all aspects related to activities of data gathering and analysis as part of public perception and user satisfaction surveys among users of land administration services in the Federation of Bosnia and Herzegovina (the Federation of BiH).

The Contractor will be engaged to work on all aspects of the survey, as follows:

- 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](http://www.e-grunt.ba)) and the geoportal of cadastral data ([www.katastar.ba](http://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.

The estimated time frame for execution of the contract is eighteen (18) calendar weeks.

The Federal Administration for Geodetic and Real Property Affairs 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.

The Contractor must meet the following requirements:

- Minimum 3 years of experience in conducting public perception or user satisfaction surveys of similar scope (200+ respondents);
- Work experience with online surveys;
- Work experience with CSPro and/or other data entry applications;
- Experience and capacities for data management and statistical data processing;
- Experience in work with statistical programs SPSS, STATA or some other equivalent alternative format;
- Experience in planning and organizing logistics for implementation of the survey;
- Network of experienced interviewers, data entry staff and survey supervisors;
- Experienced and qualified Survey leader, and Manager for field work and data processing.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers*, January 2011 ("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.

A Consultant will be selected in accordance with the Selection Based on the Consultants' Qualifications (CQS) method set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours from 09.00 to 15.00 hours.

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 April 22, 2019.

Federal Administration for Geodetic and Real Property Affairs  
Real Estate Registration Project Implementation Unit  
Attn: Mr. Nedžad Pašalić  
Hamdije Kreševljakovića Street, 96  
71000 Sarajevo  
Bosnia and Herzegovina  
Tel: ++387 33 586-063  
Fax: ++387 33 586-067  
E-mail: rerp\_fbih@fgu.com.ba