

REQUEST FOR EXPRESSIONS OF INTEREST

NATIONAL RURAL ACCESS PROGRAM (NRAP) NATIONAL COORDINATION UNIT (NCU) Afghanistan Rural Access Project (ARAP)

Sector : **Rural Roads**
CONSULTING SERVICES : **Beneficiary satisfaction Survey**
Project ID No. : **P125961**
Reference No. : **NRAP/NCU/Consultancy-025**

Expressions of Interest

The Government of Afghanistan (GoA) through its National Rural Access Program (NRAP) has secured a grant from the World Bank (WB) as the cost of the Afghanistan Rural Access Project (ARAP) and intends to apply part of the proceeds for the community satisfaction survey of this project, thus, looking for the service of an individual consultant to carry out the following scope of the assignment but not limited to:

1. Main Objectives

The main objective of the assignment is to measure the efficiency of Grievance Redress Mechanism (GRM), degree of Citizen Engagement (CE) in subproject implementation and construction work and level of their satisfaction with the availability and quality of roads.

To contribute to the verification of the three indicators:

- Determine how and when beneficiaries, including SICs, are consulted about rural road route selection, and if local communities have a chance to review draft design for road;
- Determine how and when the affected families (male & female) are consulted about donation, compensation;
- Determine whether beneficiaries are being given full, accurate information about RPF-entitlement package, eligibility criteria & GRM.

2. General scope

This assignment will have 5 principal areas of work: 1) Formulating and finalizing Data collection strategy or Methodology 2) Data Collection 3) Data analysis; 4) Preparation of an analytical report in English; 5), Disseminate the report to main stakeholders (executing ministries, NCU, and WB), collect the possible comments and incorporate them to the report.

3. The consultant assignments summarized as but not limited to:

- Design/develop survey instruments/questionnaires to measure beneficiaries' satisfaction and use it to determine the overall rating of the current level of satisfaction;
- Pilot run of the questionnaire, and make necessary amendment;
- Conduct interviews and complete the questionnaires
- Determine the quality of service delivery as perceived by the beneficiaries;
- Identify whether expectations are being met or otherwise;
- Identify gaps in service delivery;

- Identify the sources of beneficiaries' complaints/dissatisfaction in regard to service delivery;
- Incorporate in the analysis the result gathered from the beneficiaries' satisfaction survey from different events;
- Propose service improvement measures; and
- Prepare and deliver a comprehensive report detailing the methodology, findings, and recommendations from the assessment.
- Coverage and minimum sample size to be surveyed

4. Assignment Duration

Expected duration for the assignment is approximately three calendar months, or 90 days after signing the contract. The consultant will be based in Kabul with frequent travel to project sites. While in Kabul the Consultant will provide weekly updates to NCU on the progress of the assessment and preliminary findings as requested.

5. Key Qualification

The interested Consultant should possess the following competency:

- Master Degree in project management or relevant field;
- Minimum 5 years working experience in research design, methodology formulation and implementation
- Excellent Report Writing and computer skills both in English and one of National language.
- Experience in team/task leadership preferably in fragile states,
- Experience in data collection
- Familiarity with the World Bank's procurement principles,

Services are expected to start in Middle of November 2019.

The NRAP National Coordination Unit (NCU) now invites individual consultant (National or international) to indicate their interest in providing the services described above. Interested consultants must provide information indicating that they are qualified to perform the assignment (knowledge of research, conducting survey and description of similar assignments, experiences in similar conditions is required).

The consultant will be selected following QBS method in accordance with the procedures set out in the World Bank's [*Guidelines: Selection and Employment of Consultants by World Bank Borrowers*](#) (May 2004, revised October 2006 and revised May 2010).

Interested consultants may obtain further information at the address below during official hours. Expressions of interest must be delivered to the address below by **October 30, 2019 at 12:59 pm local time**.

National Rural Access Program - National Coordination Unit (NRAP-NCU)

Attn: Eng. Besmillah Besmil, Program coordinator, NCU

Fourth floor, block one Old Micro Ryan, Ministry of Public Work

Kabul, Afghanistan

Tel. : +93(0)202-301-871

E-mail: besmillahbesmil@nrp.gov.af

Web site: <http://www.nrap.gov.af>