

# REQUEST FOR EXPRESSIONS OF INTEREST

Russian Federation  
Registration Project  
CONSULTING SERVICES  
Loan No. 4826RU

Project ID No.P093050

Expressions of interest

Contract RP/CQS-47 “Development of techniques to monitor and evaluate service quality and develop client service standards for all regions of the Russian Federation”.

The Russian Federation has received financing from the World Bank toward the cost of the Registration Project, and intends to apply part of the proceeds for consultant services.

The services include:

- Development of methodological recommendations for monitoring of quality and availability of public services provided by RosReestr through the following methods:
  - method of test purchases (anonymous “buyer” method);
  - method of depth interviews and on-site surveys of state service recipients;
  - method of self- survey.
- Approbation of the developed methodological materials in at least four regions of the Russian Federation;
- Development of procedures for monitoring the quality and accessibility of public services provided by RosReestr.

The services are to be implemented from August 2011 to October 2011.

The Non-commercial Foundation for Enterprise Restructuring and Financial Institutions Development now invites eligible consultants to indicate their interest in providing the services. Interested consultants must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.), inter alia, consultants shall be able to represent experience in the provision of services related to monitoring studies; expertise on issues of state service provision and performance of state functions in several regions of Russia (Practice performance of the government functions).

A consultant will be selected in accordance with the procedures of Selection based on Consultants’ Qualification method (CQS), set out in para 3.7 of the World Bank’s [Guidelines: Selection and Employment of Consultants by World Bank Borrowers](#) dated May 2004.

Interested consultants may obtain further information at the address below during office hours from 10:00am to 18:00pm Moscow time Monday through Friday.

Expressions of interest must be delivered to the address below by 20 of June, 2011.

Non-commercial Foundation for Enterprise Restructuring  
And Financial Institutions Development  
Attn: Ms. Kira Orekhova, Deputy Head Contract Department  
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