

PROJUSTICE

USAID funded project

RFP NUMBER: 2013-001

REQUEST FOR PROPOSALS TO IMPLEMENT COURT USERS SATISFACTION SURVEYS

ISSUANCE DATE: Saturday, May 11, 2013

DUE DATE AND TIME FOR RECEIPT OF OFFERS: Monday, June 10, 2013

The “Improving Justice Service Delivery and Sector Reform in Haiti” Project (PROJUSTICE) is a 5-year USAID-funded project in Haiti, launched in July 2009 and implemented by Tetra Tech DPK (Tt DPK). The main project goals are to increase citizen security and access to justice, improve service delivery by justice sector actors, foster self-governance, and procure minimum resources for the justice system. To enhance the openness, accessibility, and services of the courts of first instance (CFIs), Tt DPK wants to undertake an integrated, multi-pronged strategy that includes the introduction of Court Users Satisfaction Surveys in the CFIs of three project target jurisdictions (Croix-Des-Bouquets, Cap-Haïtien, and Fort-Liberté). The main objective of implementing these Court Users Satisfaction Surveys is to collect information and report on the perceptions of court users (attorneys and citizen users of court services) as they leave the courthouse on a typical court day.

Tt DPK invites interested bidders (Offerors) to submit a proposal to implement Court Users Satisfaction Surveys for FY 2013 in the three above-mentioned target jurisdictions. The expected results are the completion of the Court Users Satisfaction Surveys for three CFIs (one per target jurisdiction), and a report on the findings of these surveys. This work is expected to be achieved within six weeks from the signing of the subcontract with the successful bidder. The CFIs will have improved understanding of user perceptions of their performance as well as greater awareness of the benefit of conducting user surveys as a performance feedback and continuous improvement tool; and will gain knowledge and skills regarding how to perform such surveys on their own initiative without external support.

Tt DPK will select the firm whose technical and financial proposals offer the most cost-effective technical approach, most favorable delivery items, and best overall procurement value. Proposals must be in plain French or English language, concise, unambiguous, quantitative, and include all requested information.

The complete Request for Proposal Package providing full specifications, terms and conditions may be obtained by any interested party between the hours of 8:30 AM to 3:00 PM from Monday, May 13 to Monday, May 27, 2013 at the following address: Rue Rosa #11, Canapé-Vert, Port -au-Prince, or by emailing Priscilla Armand at parmand@dphaitijustice.com.

This is a Request for Proposals only, and in no way obligates Tt DPK or USAID to make any award. Award(s) made subsequent to this solicitation will be subject to the terms and conditions described herein.

All proposals, inquiries, and correspondences pertaining to this solicitation should reference “Proposal for Justice Sector Survey RFP” in the subject line and must be submitted in English or French. Proposals will be accepted no later than Monday, June 10, 2013 at noon (12:00PM), and should be submitted either by email to Priscilla Armand at parmand@dphaitijustice.com or to the following address: Rue Rosa # 11, Canapé-Vert, Port-au-Prince. **Proposals received after the deadline will not be accepted or considered.**