

*Decentralization Offering Better Results and Efficiency (DOBRE)*

**Supporting the Development of Amalgamated Territorial Communities of Ukraine**

**Supporting Public Service Delivery Improvement**

**RFP 0012 APPLICATION FORM**

**Opportunity for Local Government Service Organizations (LGSO)**

***Provision of Training and Consulting Services***

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| **Name of the LGSO:** |  |
| **Establishment Date:** |  |
| **Type:** *How would you define your organization?*  *(EG: Educational institution, NGO, CSO, training company, association, etc?)* |  |
| **Physical Locations:**  *Where is your headquarters located?* |  |
| *Branch offices?* |  |
| **Name of Responsible Representative and contact info**  **(email/phone):** |  |

***The section below includes questions about how your organization’s mission and expertise may fit with DOBRE’s program objectives, and what types of work you may be able to accomplish through the program.***

***Please provide all supporting documentations as possible and list them in each question. Also label all documents provided with the corresponding question number.***

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| **ORG1** | **Describe your organization/institution in terms of mission, services, and capacity to support the development of newly amalgamated territorial communities in Ukraine.** |
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| **ORG2** | **Describe your organization/institution’s applied approach and experience in working with local governments and/or newly amalgamated territorial communities in the area of Improving Public Service Delivery. Identify which Oblast(s) and communities your organization has experience. Provide supporting materials and contacts.** |
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**General Experience in Service Provision:**

*Please provide a list of the services you have provided similar to those included in the Request for Proposals, such as training, research and analysis, project support, case study development, surveys, advisory or others. (Add lines as needed.)*

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| **ORG 3** | SERVICE TYPE and  ONE SENTENCE Description | DURATION  (mm/yy-mm/yy) | RECIPIENT ORG or GOVT and  Reference Contact Name |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

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| **ORG4** | **List and provide examples (hard copy and/or e-version) of training materials, reports, and documentation of your work relevant to decentralization, local economic development, and improvement of public services and community life.** |
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| **RFA1** | 1. **Describe in detail your organization’s vision in how to design and implement the listed activities and services that will assist the Improvement of Public Service Delivery:** 2. **Identify which Oblasts your organization proposes to work**   **Add Tasks below as appropriate.** |
| Task 1: Establish **Service Delivery Improvement working groups** and guide their efforts to collect and organize data related to public service delivery and customer satisfaction.  **Oblast(s)\_\_\_\_\_\_\_\_\_\_\_** | |
| Task 2: Design and conduct a series of public **Service Delivery Improvement Plan (SDIP) trainings** – creating materials and delivering learning activities (study tours/seminars/etc.) - to develop the capacity of municipal leaders and public service providers to create and implement Service Delivery Improvement Plans (SDIP).  **Oblast(s)\_\_\_\_\_\_\_\_\_\_\_** | |
| Task 3: Conduct **citizen interviews and surveys** to collect information needed to assess the quality of public services, raise community awareness of what can be done to address priority issues, and guide efforts to improve them.  **Oblast(s) \_\_\_\_\_\_\_\_\_\_\_** | |
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**Experts and Training Professionals Database**

*Please provide a list of the individual experts and trainers that your institution/organization has used regularly in the past, and will draw upon to provide the Tasks Proposed above. (Add lines as needed.)*

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| **RFA2** | EXPERT or TRAINER | Task # and Topic/Issue Area of Training or Assistance | Estimated times hired?  Most recently? (mm/yy) | Staff or Consultant? | CV Attached? (Y/N) |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
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| **RFA3** | **Describe Other LGSO Organizational and Outreach Resources that can be used in implementing DOBRE Tasks related to Public Service Delivery that you propose.** |
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| **RFA4** | **Provide a budget narrative that describes your estimated costs to implement proposed Tasks and services and clarifies planned expenditures detailed in your accompanying draft budget. (Template/guide is provided)** |
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