

Anunțuri

Aviz de consultări publice

La momentul de față, se află în stadiul de consultări publice Proiectul de Îmbunătățire a Eficienței Sistemului de Alimentare Centralizată cu Energie Termică din mun. Chișinău faza 2, care urmează să fie implementat în cadrul „Termoelectrica” S.A., conform Notelor informative de mai jos.

În acest sens, solicităm prezentarea opiniilor, propunerilor și recomandărilor Dvs. la acest proiect, care urmează să fie expediate până pe 7 aprilie 2020, la adresa electronică: mepiu@mepiu.md.

[Notă informativă Componenta 1](#)

[Notă informativă Componenta 2](#)

[Planul de management al muncii SACET 2, ver. eng.](#)

[ESIA-ESMF_DHEIP2, vers.eng.](#)

[EIMS / CMMS pentru SACET 2 \(Evaluarea Impactului de Mediu și Social / Cadrul de Management de Mediu și Social\) vers. română, prescurată, prefinal, 28.03.2020.](#)

[Planul de Implicare a Părților Interesate \(SEP\), SACET 2, prefinal 09.04.20, vers. eng](#)

[Planul de Implicare a Părților Interesate \(SEP\), SACET-2, vers. română, 09.05.2020](#)

[Procedura de Gestionare a Muncii \(PGM\), SACET-2, vers. română, 09.05.2020](#)

[Decizia Agenției de Mediu pentru evaluarea prealabilă a activității planificate pentru Proiectul SACET II](#)

Persoane de contact:

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

Republic of Moldova

District Heating Efficiency Improvement Project

Loan No.: 8451-MD

Assignment Title: Conduct a customer satisfaction survey on the quality of heating services provided by SA “TERMOELECTRICA”

Reference No. (as per Procurement Plan): RFP no. 8451-C3.14

The Republic of Moldova has received financing from the World Bank towards the cost of District Heating Efficiency Improvement Project (DHEIP), and intends to apply part of the proceeds for consulting services. The objective of DHEIP is to contribute to improved operational efficiency and financial viability of SA “Termoelectrica”, and to improve quality and reliability of heating services delivered to the population of Chisinau.

The consulting services (“the Services”) include the performance of a customer satisfaction survey to determine the level of satisfaction with the quality of the services provided by SA “Termoelectrica”. This survey will sample the group of consumers who live in the residential blocks where Individual Heating Substations (IHSs) and associated pipes were installed within the DHEIP investment packages. The survey will be conducted in Chisinau at the blocks equipped

with IHS – about 380 blocks (approx. 32 thousand apartments). To ensure qualitative result of the study, the Consultant will make sure that a sufficient number of respondents (proposed – not less than 1000) have been interviewed. The interview shall be conducted in an objective and unbiased manner, and sensitivities will be well addressed. The results shall constitute a basis for improving the services and communication practices of the DH company. The tentative timeframe of the assignment is up to three months after consultancy contract's effective date.

The Moldova Energy Projects Implementation Unit now invites eligible consulting firms ("Consultants") to express their interest in providing the Services. Interested Consultants should provide relevant information proving the required qualifications and relevant experience to perform the Services.

The shortlisting criteria are:

- Proven experience (during the last five years) as a research company and in-house research capacity based on a full-team of professionals. As well as, in-house research experience, to carry out complex research activities including development of questionnaires, collection of data, data processing, development of complex final reports.
- Proven experience in evaluating the quality of public utility services and customer satisfaction in the public utility companies, at municipal or national level, during the last three years;
- Proven capacity to involve well-trained and qualified staff;
- Previous working experience in projects financed by IFIs would be an advantage.

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 & IDA Credits & Grants by World Bank Borrowers of January 2011, revised July 2014 ("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 subconsultancy to enhance their qualifications.

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

Further information can be obtained at the address below during office hours 09:00 to 17:00 local time.

Expressions of interest must be delivered in a written form to the address below (in person, by mail or by e-mail) by the end of working day March 12, 2020.

Moldova Energy Projects Implementation Unit (MEPIU)

Attn: Ms. Aurelia Samson

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