

Request for Expression of Interest

Country: Kosovo

Project ID: P164555

World Bank Credit Name: Real Estate Cadaster & Geospatial Infrastructure Project

Ref. No.: XK-KCA-236216-CS-CQS

Kosovo Cadastral Agency

Customer Satisfaction Survey

Background

The Government of Kosovo (GoK) has received a Credit from the World Bank Group's International Development Association (IDA) in the amount of EUR 14.60 million to finance the Real Estate Cadaster & Geospatial Infrastructure Project (REGIP), which is expected to be implemented within a five-year period. REGIP aims to assist the GoK to increase the transparency and quality of land administration and geospatial data and services. The Kosovo Cadastral Agency (KCA) is the implementing agency for REGIP, under which a Project Implementation Units (PIU) has been established. The PIU will be responsible for day-to-day project implementation and for providing specific technical oversight to project activities. The PIU will be responsible for all fiduciary aspects, such as procurement, financial management, monitoring and evaluation, and safeguards under REGIP.

An important aspect for the development of real property markets is the institutionalization of a user-friendly customer interface by the agencies responsible for providing land administration services (the Municipal Cadastral Offices). Because REGIP contributes to making the registration system more transparent, efficient, inclusive, and client-oriented, it is important to assess what the potential demand for property registration services is and to analyze differences between men and women as well as different ethnic and socio-economic groups in service perception and usage to best address the needs of different user groups. Moreover, it is important to collect the views of users and providers of the systems and gather better information on the processes of registration and completion of land and property transactions.

KCA has already conducted several surveys, including those carried out under the Real Estate Cadaster and Registration Project (RECAP).

This consultancy will build upon KCA's 2022 REGIP Customer Satisfaction Survey (CSS) as the baseline. By aligning with the 2022 methodology, the new survey will generate reliable longitudinal data and enable valid trend analysis. KCA will share the 2022 Customer Satisfaction Survey and related materials with the selected consulting firm. Firms selected for the assignment, or those invited to submit proposals, will be granted access to these materials.

Objectives and main research questions

This Satisfaction Survey, which is to be the second survey implemented under REGIP, will have three main objectives:

1. To gather data to evaluate? Quality and availability of land administration data such as access to data, access to information, awareness about the procedures for property registration, awareness about the benefits of registered property etc., and:
2. To collect data to assess? Quality and availability of geospatial data and services such as access to data, users' awareness about the possibility to search and find data online, etc.
3. To compare the findings of the 2026 and 2022 surveys, analyze the results, identify and highlight changes and trends, and provide recommendations.

The subjects of the survey will be following targeted respondents:

1. General Public
2. Professional users of cadastral data and services
3. Professional providers of cadastral data and services
4. Licensed surveyors and surveying companies

Other specific tasks, scope of services, expected outputs/deliverables, sampling, reporting requirements etc. are indicated under TOR for this assignment.

Qualifications of the Research Company

The research company should have:

- At least 5 years of experience in producing similar surveys and conducting researches;
- Experience with both qualitative and quantitative data collection and analysis techniques;
- Demonstrated experience in conducting large nationally representative researches (at least 2 pieces of research on the samples of 1000 or more legal and physical persons in the past three years, for the researches of business entities; at least 5 pieces of research on the samples of more than 1000 respondents in the last three years for large-scale researches);
- Capacity and availability of resources to carry out the required work for the required period;
- Ability to mobilize bi-lingual (Albanian and Serbian, or other minority language as necessary) teams of surveyors and focus group moderators, as demonstrated in previous work;
- Ability to analyze data collected using SAS/SPSS.

Availability of Key Personnel and Relevant Qualifications

1. Research Director - Team Leader:
2. Expert for Quantitative and Qualitative Survey (2 experts)
3. Expert on property market, cadaster, land policy, real estate, property or legal affairs

The qualifications of key staff (or their CVs) will not be taken into consideration for the shortlisting/evaluation criteria set forth below; the first ranked consulting firm will be required at contract negotiations to provide the required key staff with respective qualification requirements.

Selection Method

The research company will be selected based on their:

- The general Company's experience (45%)
- Specific experience in survey designing and delivering (55%)

Experienced and qualified consulting firms will be selected in accordance with the World Bank's Procurement Regulations for IPF Borrowers (July 2016, revised November 2017, August 2018, and November 2020), using the Consultants' Qualifications-based Selection (CQS) method through an open competitive process.

Expression of Interest (EOI) Submission

Expressions of Interest shall be submitted in electronic form to the email address provided below or in physical form to the address indicated below, **not later than 30 June, 2026.**

Kosovo Cadastral Agency

Attn.: Procurement Specialist, REGIP

Address: Str. "Arbënor e Astrit Dehari" No. 25, Archive Building 2nd floor

10 000, Pristine Republic of Kosova

Email: prokurimi.regip@rks-gov.net