

MRA/ENE/55/2014

27th June, 2014

Clarification No 1

TENDER TO CARRY OUT A TELEPHONE SURVEY ON PUBLIC AWARENESS & USER SATISFACTION ON THE SERVICE(S) PROVIDED BY THE MALTA RESOURCES AUTHORITY

Question 1:

In Section 7, it is stated that: "the population is to be made up of clients of all the local telephone service providers who are aged 16 years". Should it read as: "aged 16 years and over"?

Answer 1:

Yes. This sentence should read: "the population is to be made up of clients of all the local telephone service providers who are aged 16 years and over".

Question 2:

Should the calls be done by landlines or also include mobile?

Answer 2:

The sampling should be representative as much as possible of the Maltese population. Furthermore, each respondent must be unique i.e. to avoid interviewing the same person more than once.

Question 3:

Will telephone and/or mobile numbers be provided by the Malta Resources Authority?

Answer 3:

Telephone and/or mobile numbers will not be provided by the Malta Resources Authority.

Question 4:

Will access be given to the report compiled last year?

Answer 4:

We do not believe that last year's report is necessary either for the preparation of the bid, or the carrying out of the survey.

Question 5:

The terms of reference determine a minimum amount of respondents that need to be aware of MRA and a percentage of respondents who should have also made use of one or more of the services provided. On the other hand it does not specify a maximum amount of calls to be made, which may end up like looking for a needle in a haystack. Is there a maximum amount of phone calls over which the offer is to be capped and following which contact details of anonymous recipients of services will be provided?

Answer 5:

The maximum number of answered phone calls is capped at 4000 calls. For guidance, we expect 8% of respondents to have used the services of the MRA during the past three years.

Question 6:

Is possible to set up a meeting so that we can further discuss the clarifications?

Answer 6:

A meeting cannot be held with prospective bidders.

Question 7:

In point 7 of the tender, it is specified that “The population is to be made up of clients of all the local telephone service providers who are aged 16 years” – just to confirm that the survey is to be carried out only with people aged 16 years or whether this is an error and should include all people aged 16 years and over?

Answer 7:

Please see reply to Question 1.

Question 8:

Could you provide a list of the services offered by MRA which fall under the scope of this study?

Answer 8:

Any service connected with the regulatory functions of the MRA (mainly swimming pools, other licencing, queries or complaints against operators) or administration of schemes.