



USAID
DIN PARTEA POPORULUI AMERICAN

Proiectul de Susținere a Autorităților Locale din Moldova

20.02.2014

To whom it might concern

Hereby, we express our high appreciation of services provided by the company "ProConsulting" Ltd in three projects initiated by USAID Local Government Support Project in 2013-2014:

- Diagnostic analysis and service improvements plan for communal public service providers in LGSP partner towns (water and sanitation services - 2014),
- Diagnostic analysis and service improvements plan to be developed for communal public service providers in LGSP partner towns (waste management, water sanitation and street lighting services - 2013), and
- Elaboration of PPP feasibility study for creating urban parking facilities in Straseni town (2014).

The main objective of the consultancy on the both projects for communal public service providers was to enhance capacities by providing comprehending diagnostic analysis and improvement plan based on detailed recommendations for communal public service providers in 22 LGSP partner towns.

Thus, experts from ProConsulting Ltd have evaluated in details the public service companies according to their domains of activities (strategic and organizational management, operational and technical management, marketing and public relations and financial management) and gave explicit recommendations for improvement per each domain based on detailed action plans and performance indicators to achieve. Also, experts provide a methodology for calculating performance indicators, as well as over 20 annexes including models of internal managerial, organizational and legal documents, developed organizational charts, a list of necessary trainings. In the second project (2014), consultants have been also elaborated a financial model for the water and sanitation services company, and have elaborated a benchmarking analysis of the 11 enterprises based on performance indicators.

The Elaboration of feasibility study in Straseni town project has the main objective of provide the optimal solution for a PPP parking facilities creation according to the analysis of the region (including actual conditions and identifying locations), analysis of demand for parking facilities (including detailed in-the-field questionnaire), legal analysis of PPP solutions and description of the optimal scenario, including technical and financial solutions, and the overall socio-economic impact. In this context, "ProConsulting" Ltd has proven efficiency at all our requests, and, thus, we would like to see them as our partners in future projects.

We appreciate also the company's capacity for project management, and the quality of services provided.

Sincerely yours,

Scott JOHNSON

Chief of Party

sjohnson@lgsp.md

