

# EE/MELDS CLIENT REFERENCES

Integra has conducted feedback surveys with USAID for the deliverables of each activity under EE/MELDS and similar recent mechanisms. Below are quotes and data from those surveys and CPARs.

## OVERALL SATISFACTION

"The work is well researched, well written, and presented. I think Integra puts together a strong team, and they also stay in regular communication with USAID to provide status updates and return drafts in a timely manner."

- USAID/Asia Bureau

"We appreciate Integra's human nature, meaning that it is not just about making money and doing a report but instead about building a relationship."

- EE/MELDS Activity Manager

## HOW WELL USAID'S NEEDS WERE MET THROUGH EACH EE/MELDS DELIVERABLE PROCESS

Clients responded through a 10-point rating system

Activity  
Authorization  
Request  
**9.33**

Work  
Plan  
**9.17**

Recommen-  
dations  
Workshop  
**8.8**

Final  
Report  
**9**

## COST CONTROL

"[Integra's] proactive communication with USAID about activities that were approaching the approved budget has been greatly appreciated. This approach has ensured that USAID Activity Managers, the COR, and Integra were able to discuss alternative ways forward to ensure USAID's satisfaction and the utility of the deliverables within the approved budgets, or for USAID to add more resources when they realized, already into a project, that they required more work than originally envisioned." - USAID/IPI Bureau

"For individual taskings, [Integra] has consistently forecast and controlled costs while effectively communicating adjustments to programming necessitated by budgeting constraints. Integra has been able to report out complex costing by operating unit in a straightforward and timely manner, reducing work on the COR." - EE/MELDS COR

## USAID RATINGS OF THE EE/MELDS FINANCIAL PROCESS

Clients responded through a 10-point rating system

**75%**  
10 out of 10

25%

Rating = 9  
Rating = 10

## ACTIVITY TIMELINESS AND ADAPTABILITY

### USAID RATINGS OF EE/MELDS ABILITY TO MEET THE ACTIVITY SCHEDULE

Clients responded through a 10-point rating system

**57%**

**43%**

Rating = 9  
Rating = 10

"Integra has often accommodated delays and requests for rescheduling from the USG and also provided services on an accelerated timeline to meet urgent requests. For example, the Integra team traveled to Georgia to provide facilitation services, mobilizing team members for international travel in as little as one week."

- EE/MELDS COR

"Integra agrees on a schedule for each new task with the requesting official and has always adhered closely to that timeframe unless events beyond its control cause delays, including slow response by the activity managers of the Missions and bureaus. Any such delays are communicated clearly to Missions' activity managers, and a new schedule is negotiated."

- USAID/IPI Bureau

The data presented in the graphs includes responses to post-activity feedback surveys from completed activities under EE/MELDS. These surveys were conducted for 6 of the 7 concluded activities to date. EE/MELDS will conduct post-activity feedback surveys for all future activities.

## MANAGEMENT

### USAID REPORTED SATISFACTION WITH EE/MELDS MANAGEMENT PROCESSES

Clients responded through a 10-point rating system

43%  
10 out of 10

28%  
8 or 9 out of 10

"Integra showed very strong collaboration with USAID through regular and ad hoc communication through the COR and was responsive to all USAID requests. Integra engaged frequently and regularly with Activity Managers in Missions and established coordination mechanisms to execute the activities."

- USAID/Asia Bureau

"A huge thank you for creating and executing a flawless and highly appreciated workshop. I continued to receive accolades throughout the day about how great the event was."

- USAID/Middle East Bureau

"Integra was exceptionally responsive to USAID interests and went above and beyond to ensure that the contract activities and the resulting deliverables were of maximum use to USAID personnel. This entailed adaptable management of the overall project, the related fieldwork, and the sub-teams."

- USAID/Asia Bureau

## TECHNICAL QUALITY

"The report was extremely well organized and practical. The Action Plan will be a VERY useful tool for following up and being accountable for the findings of the evaluation."

- EE/MELDS Activity Manager

"I cannot thank you enough for the highly successful recommendations workshop! We recognize and greatly appreciate the enormous effort that has gone into making this workshop possible! Thank you for accommodating all our requests – it was all we had hoped for and more!"

- EE/MELDS Activity Manager

"I've worked with contractors doing research studies in the past; however, this team was by far the best at getting things done and producing high-quality deliverables."

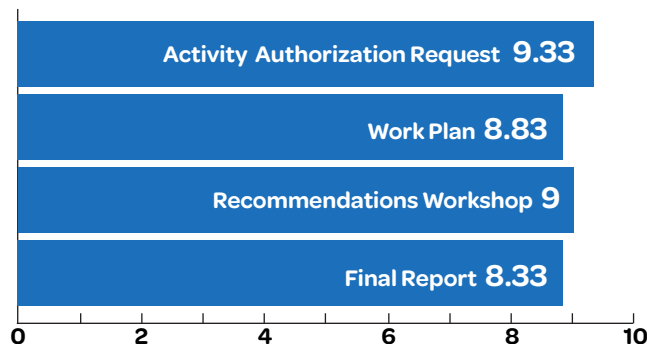
- USAID/IPI Bureau

"The excellent quality and accuracy of the assessments and studies were highly appreciated by USAID HQ, Missions, and most importantly, by host governments and other donors."

- USAID/Asia Bureau

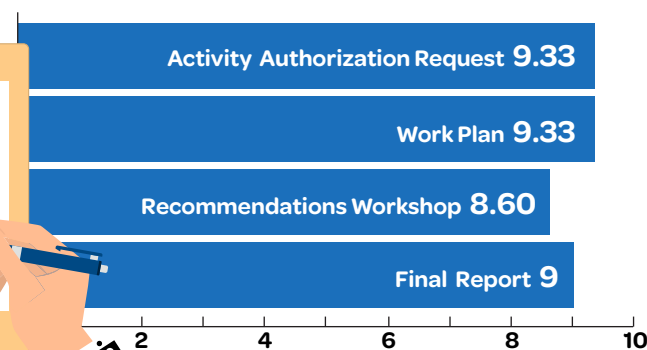
### QUALITY OF DELIVERABLES UNDER EE/MELDS TO DATE

Clients responded through a 10-point rating system



### VALUE OF DELIVERABLES UNDER EE/MELDS TO DATE

Clients responded through a 10-point rating system



To review example deliverables from EE/MELDS activities, contact **EE/MELDS Operations Lead, Summer Hunter-Kysor** ([shunterkysor@integrallc.com](mailto:shunterkysor@integrallc.com)).

To learn more about EE/MELDS services, contact **EE/MELDS COR, Kraemer Lovelace** ([klovelace@USAID.gov](mailto:klovelace@USAID.gov)) and **Alt-COR, Eda He** ([edahe@USAID.gov](mailto:edahe@USAID.gov)).