



Reference number: 17070/SR

PROCUREMENT NOTICE

Assignment Name: Communication, Presentation and Meeting Management Skills Training

Section 1. Introductory Information

1.1 Background information on the Regional School of Public Administration (ReSPA)

The Regional School of Public Administration (ReSPA) is the inter-governmental organisation for enhancing regional cooperation, promoting shared learning and supporting the development of public administration in the Western Balkans. ReSPA Members are Albania, Bosnia and Herzegovina, Macedonia, Montenegro and Serbia, while Kosovo*¹ is a beneficiary. ReSPA's purpose is to help governments in the region develop better public administration, public services and overall governance systems for their citizens and businesses, and prepare them for membership in the European Union (EU). Since its inception, ReSPA has contributed to the development of human resources and administrative capacities through training programmes and innovative cooperation mechanisms such as the exchange of good practices, peer reviews and development of know-how.

The European Commission (EC) provides directly managed funds for support of ReSPA activities (research, training and networking programmes) in line with the EU accession process. ReSPA is implementing its activities through the Secretariat which is consisting of 15 staff members from the Western Balkan region. The Secretariat is located in Danilovgrad, Montenegro.

1.1 ReSPA now seeks to engage an expert to provide training on Communication, Presentation and Meeting Management Skills to the staff of the Directorate for Agrarian Payments of the Republic of Serbia.

1.2 Tentative timeframe: the assignment is expected to be performed during March – April 2018, however, the precise dates will be agreed with the beneficiary institution.

Section 2. Preparation of CVs and supporting documentation

2.1 Language of application: The CVs and supporting documentation shall be prepared in English.

¹ * This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence

2.2 The CVs should provide information on the qualifications and competencies of the applicant, her/his general track record and previous specific experience in similar assignments, as required by the Terms of Reference. The applicants should particularly state in their CVs:

- Length of professional experience in relation to the training curricula development in relation to capacity building of civil servants;
- Examples of their professional experience in development and implementation training programmes and curricula for civil servants.

2.3 The required qualifications, experience and skills: as per Terms of Reference

Section 3. Submission of CVs and supporting documentation

3.1 The applicants are invited to submit the following documentation:

- **Proposal:**
 - Explaining the experience of applicants related to the assignment defined by the Terms of Reference;
- **Personal CV** including experience in similar activities and particularly issues referred to under point 2.2 of this Procurement Notice.
- At least three contacts for references (name and position of referee, email address and phone number) which may be contacted by ReSPA. (**NOTE:** There is no need to submit reference letters; ReSPA will directly contact the referees if considered necessary)

3.2 The required documentation should be submitted in electronic format by e-mail and with the reference number – 17070/SR stated in the title to the following address: procurement@respaweb.eu by 5 March 2018 before 16H00. Late submissions will not be considered for evaluation.

Public servants of ReSPA Members and Kosovo* are not eligible to apply.

Section 4. Evaluation of offers

4.1 The offer will be evaluated against the required qualifications, experience, skills and competencies as defined in the Terms of Reference.

4.2 The applicant securing the highest final ranking will be invited to submit a financial proposal (the financial proposal shall specify a total sum amount **in EURO** for expert's daily fee) and negotiate the contract. If negotiations are successful, the selected candidate will be awarded the contract. Should the negotiations fail; the next ranked candidate will be invited to negotiate the contract.

Section 5. Final Considerations

5.1 The payment will be done in one instalment, following the submission and approval of the deliverables.

5.2 The following documents are attached to this Procurement Notice: *Terms of Reference*

5.3 ReSPA reserves the right to cancel this procurement procedure at any moment without any compensation to the applicants.

The cost of preparing a proposal and of negotiating a contract, including any related travel, cannot be reimbursed by ReSPA under any circumstances nor ReSPA can be held liable for it, regardless the outcome of the procurement procedure.

5.4 Should you need any further clarifications with respect to this procurement notice; please contact Mr Duško Glodić, Programme Manager (Legal) via email: d.glodic@respaweb.eu .

Any request for clarification must be sent by standard electronic communication to the above email address.

Terms of Reference Request for Services

1. Purpose

The Regional School of Public Administration (ReSPA) supports institutions of its Members and beneficiaries through the In-country support. The Directorate for Agrarian Payments (DAP) operates within the Ministry of Agriculture, Forestry and Water Management of the Republic of Serbia. DAP has been designated by the Government of the Republic of Serbia to serve as the IPARD Agency. In order to successfully implement the role of a paying agency, DAP needs to develop capacities for raising the public awareness on its functions and applicable procedures. Therefore, ReSPA seeks to engage an expert who would deliver a tailored training for DAP employees on communication, presentation and meeting management skills.

2. Description of the Assignment

The expert is supposed to deliver a training which would enable the employees of DAP to improve communication skills, presentation skills, public speaking skills, negotiation skills, ability to defend attitudes in front of the audit, meeting management skills, time management skills and skills for team-work and team-building. The level of effort for this assignment is 11 expert days. The expert shall perform the following assignments:

- 1) Prepare the training curriculum, agenda, training delivery plan and training materials – 2 expert days;
- 2) Deliver training for all employees on the following skills: public speaking, presentation, communication, negotiations, ability to defend attitudes in front of the audit (internal, external, European Commission etc.) – 6 expert days;
- 3) Deliver training for heads of organisational units within DAP on meeting management skills, time management skills, team-work and team-building – 1 expert day;
- 4) Prepare and evaluate the delivered training activities – 1 expert day;
- 5) Prepare a comprehensive report on the performed assignment with suitable suggestions and recommendations for further ReSPA activities and with highlighted added value by the expert's intervention – 1 expert day.

3. Tasks and Responsibilities

In order to accomplish the above described assignment, the expert shall perform the following tasks:

1. Prepare training materials, programme and agendas for the activities described within the assignment;
2. Deliver training activities and evaluate training activities;
3. Liaise directly with ReSPA and DAP in implementation of these tasks,
4. Follow instructions given by the representatives of ReSPA and DAP,
5. Respect rules on visibility defined by ReSPA, use of templates for powerpoint presentations, etc.,

6. Prepare a comprehensive report on the performed assignment with suitable suggestions and recommendations for further ReSPA activities and with highlighted added value by the expert's intervention.

4. Necessary Qualifications, Experience and Skills

The expert shall possess the following qualifications, experience and skills:

Educational background:

- University degree in Public Administration, Social Sciences, Political Sciences, Law, Economics, Linguistics, Psychology, or related field;

General professional experience:

- Minimum seven years of experience in relation to the capacity development for civil service;

Specific professional experience:

- Minimum five years of experience in delivery of capacity building programmes related to the soft skills;
- Proven track record in working with public administration in the capacity development;

Skills:

- Team work;
- Training skills and moderation skills;
- Excellent written and oral communication skills in English;
- Ability to work with people of different nationalities, religions and cultural backgrounds

5. Location and Timing

The assignment is envisaged to be performed at the expert's place of residence and in Belgrade, Serbia. The tentative timeframe for delivery is during March - April 2018. The precise dates of delivery will be later agreed with the selected expert and DAP.

6. Remuneration

The contracted expert will be remunerated on the basis of a daily fee. The concrete fee for the selected expert will be determined based on the applicant's experience in accordance with the applicable ReSPA rules and within the budgeted maximum for this assignment.

Level of effort for the performance of assignment is eleven (11) expert days structured as specified under point 2 of these Terms of Reference.

In addition to the expert's fee, if necessary, ReSPA will organise and cover the international round travel for the expert to and from Belgrade. The expert will be provided with per diems during his/her mission in Belgrade, Serbia. ReSPA shall apply per diem's scale defined for EU external actions and per diem shall cover: accommodation, meals, local travel within the place of mission and sundry expenses.

7. Reporting and Final Documentation

The Expert will be requested to deliver the following documents:

- *Training materials related to the above-referred training activities* (programme, agenda, presentations, case studies, etc);
- *Final report* (incl. Annexes) in English including all remarks, inputs and feedback from the beneficiary institution, evaluation results, and highlighting the added value of the performed assignment. The report will be subject of approval of the ReSPA as a contracting authority;
- *Timesheets* (original and signed);
- *Invoices* (original and signed);
- *Boarding passes* (original).