

# Procurement Notice

Assignment name: **Local Expert in implementation of the Common Assessment Framework (CAF) for the CAF project in North Macedonia**

Activity number: 21039

## **1. Section 1: Background information on the Regional School of Public Administration (ReSPA)**

The Regional School of Public Administration (ReSPA) is the inter-governmental organization 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\*<sup>1</sup> 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 for the membership of the European Union.

ReSPA establishes close co-operation with ministers, senior public servants and heads of function in Member countries. ReSPA also works in partnership with the European Union, specifically Directorate-General for Neighborhood and Enlargement Negotiations (DG NEAR), other regional players such as OECD/SIGMA and Regional Cooperation Council (RCC), as well as agencies and civil society organisations. Since its inception, ReSPA, as an international organization and a key regional endeavour in Public Administration Reform, has contributed to capacity-building and networking activities through in-country support mechanisms, peering and the production of regional research material.

## **2. Section 2: Preparation of CVs and supporting documentation**

### 2.1. Language of application:

The CVs (maximum 3 pages, Ariel 11) and supporting documentation shall be prepared in English.

### 2.2. CV of application

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:

- ✓ General professional experience;
- ✓ Specific professional experience, in line with ToR.

### 2.3 The required qualifications and skills:

- ✓ as per Terms of Reference (ToR)

## **3. Section 3: Submission of CVs and supporting documentation**

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<sup>1</sup> \* 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

3.1. The interested candidates are invited to submit a proposal consisting of the following documentation:

- ✓ Proposal: explaining their experience related to the subject and how they intend to respond to the assignment;
- ✓ 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).

3.2. The required documentation should be submitted in electronic format by e-mail to the following address: [procurement@respaweb.eu](mailto:procurement@respaweb.eu) by **26 November 2021 4 PM CET**. Late submissions will not be considered for evaluation. The application should contain in the e-mail title the following reference:

***21039 Local Expert in implementation of the Common Assessment Framework (CAF) for the CAF project in North Macedonia***

3.3. Public servants from ReSPA Members and Kosovo\* are not eligible to apply.

#### **4. Selection 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 negotiations.

#### **5. Section 5. Final Considerations**

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

5.2. The following document is 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 negotiating a contract, including any related travel, cannot be reimbursed by ReSPA under any circumstances nor can ReSPA be held liable for it, regardless of the outcome of the procurement procedure.

5.4. Should you need any further clarifications to this procurement notice, please contact Ms Olivera Damjanovic, Programme Manager via e-mail: [o.damjanovic@respaweb.eu](mailto:o.damjanovic@respaweb.eu), **by 24 November 2021 (midnight)**, the latest. ReSPA will post the response, including an explanation of the query without identifying the source of inquiry, at its website ([www.respaweb.eu](http://www.respaweb.eu)) by **25 November 2021**.

# Terms of Reference

## Request for Services

*Local Expert in implementation of the Common Assessment Framework (CAF) for the CAF project in North Macedonia*

### Background

The Regional School of Public Administration (ReSPA) is the inter-governmental organization 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<sup>\*2</sup> 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 for the membership of the European Union.

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The European Commission (EC) provides directly managed funds for the support of the ReSPA activities (research, training and networking programmes) in line with the EU accession process. So far, three EC Grant Contracts (GCs) have been implemented by ReSPA during the period 2010-2015. The current EC grant supports the implementation of the activities required for contribution to the achievement of the three strategic objectives during the period 2019-2021.

ReSPA works primarily through regional networks which operate at three levels: Ministerial, Senior Officials, and networks/working groups of experts and senior practitioners. There is one network – Programme Committee composed of the representatives of institutions in charge of PAR, Public Financial Management (PFM) and government policy planning and the European Integration (EI) coordination process and five Working groups: (1) Centre-of-Government Institutions; 2) Better Regulation; 3) Human Resource Management and Development; 4) E-Governance; and 5) Quality Management.

ReSPA is developing the activities in the portfolio of the Regional Quality Management

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Centre (RQMCentre ) established within ReSPA structure by endorsing the Memorandum of Establishment and Operation (Memorandum) signed by the ReSPA Member countries ministers in February 2021. As envisaged by the Memorandum (Article 1.2) – “the Centre will operate, inter alia, as a Regional CAF Resource Centre for the institutions and organisations in the Western Balkans that intend to undergo the CAF and PEF processes”

In the framework of the letter CAF projects will be implemented in the interested institutions from the WB regions and for that purpose ReSPA is looking for the senior expert to provide expertise in implementation of CAF quality programme in the Agency for Gender Equality in Bosnia and Herzegovina.

## **2. Description of the assignment**

The key requirement of the service delivery (SIGMA 5th Principle) is to create citizens-oriented administration with ensuring the quality and accessibility of public services. Hence, the improvement of public administration and public services through introducing instruments for quality management in the public administration institutions is seen as one of key prerequisites for sustainability of reforms and better performance of public administration.

Ministry of Information Society and Administration (MISA) of North Macedonia, approached ReSPA after the meeting of ReSPA Quality Management Working Group (April 2021) regarding possible ReSPA assistance to the few current quality management project initiatives led by MISA. After presenting the CAF project model which ReSPA, via RQMC, implements in the interested institution in Member’s country, there were three meetings held together to clarify the needs and possibility of implementing CAF project in MISA. MISA had already in previous years introduced CAF (and recently ISO) in its works and working structures and the new CAF pilot provided by ReSPA/RQMC would be based on the CAF 2020. In order to implement CAF project, according to standardised model of CAF 2020 implementation, the respective tasks of MISA and ReSPA RQM Centre have been identified and formally agreed in the Project Assignment for the implementation period November 2021-May 2022.

This project requests external expertise in providing technical assistance to actors of the CAF project, by MISA appointed employees who will participate as, MISA CAF Project Team, comprising of :CAF Head of Programme/Programme Manager, CAF Team and Self-Assessment Group (SAG) for the implementation of CAF project activities planned for the period November-May 2022. ReSPA through RQM Centre will ensure project management and will engage its staff to provide part of technical assistance and entire logistical support for smooth implementation of the CAF project in MISA.

**The required expertise refers to specific expertise in the CAF implementation, comprising of direct technical assistance, coaching and mentoring of the MISA CAF Project Team throughout the project duration, according to the tasks and timetable agreed between ReSPA RQMC and MISA in the Project Assignment.**

This assignment foresees work on the site (premises of the MISA, Skopje, North Macedonia or elsewhere in North Macedonia at the site by MISA indicated) if allowed by the circumstances related to the pandemic caused by COVID 19 and according to the health and restriction measures determined by the health authorities from the North Macedonia, at the particular time of the individual envisaged work task. If the conditions do not allow such work the expert will provide the assistance via remote work at the time slots agreed with MISA CAF Programme Manager/Head of Programme, Senior Expert and ReSPA.

### **3. Tasks and responsibilities**

While working alongside the Senior CAF expert, the CAF Local Expert shall provide technical assistance to the beneficiary of the project performing following tasks:

1. Based on ReSPA/RQMC format, preparation of Communication plan and work with CAF Head of Programme and/or CAF Team on finalisation of the Communication Plan and overseeing of the implementation of Communication Plan together with MIA CAF Team (1 working day),
2. Working out at adjusting the CAF Questionnaire (2 working days),
3. Providing all needed information (notes on how to implement CAF, clarification of open questions) about the CAF Questionnaire (0,5 day),
4. Co-training of the members of CAF self-assessment group-alongside Senior Expert preparation of agenda for the training and delivery of the training( 1,5 working day),
5. Conducting of interim meetings to clarify open questions from the members of the self-assessment-group (1 working day),
6. Creation of the documents (excel document) for the evaluation workshop, communicate it to Senior expert and finalise the document based on the feedback from Senior expert (1 working day),
7. Co-training at CAF Consensus workshop – alongside Senior Expert preparation of agenda for the training and delivery of the training (2,5 days),
8. Draft of CAF Self-Assessment Report – prepare draft and communicate it to Senior expert and incorporate received feedback ( 1 day),
9. Co-training of CAF Improvement Plan Workshop – alongside Senior Expert preparation of agenda for the training and delivery of the training ( 2 days),
10. CAF Improvement-Plan-Report – draft of the CAF improvement plan report based on the workshop results, communicate it to Senior expert, agree on results and design the final report (1 working day),
11. Presentation of the CAF project results together with Senior expert (0,5 working day).

The Expert shall take into consideration the comments and suggestions received from Senior expert and ReSPA staff during the provision of his/her technical assistance. The engaged Expert will liaise directly with Senior expert who will provide coaching and mentoring. The instructions from ReSPA regarding the operational side of the expert assistance will be taken into consideration.

The final products, namely CAF Self - assessment report and CAF Improvement Plan Report will be subject to approval from ReSPA before the payment is executed.

***Total number of days is up to fourteen (14) working days.***

## **4. Necessary Qualifications**

The Expert shall possess the following profile:

### Qualifications and skills:

- MsC degree in Human Resource Management, Social Sciences, Public Administration, or other related fields;

### General professional experience:

- More than 5 years of experience in assignments related to service delivery and in particular in the area Quality management and CAF

### Specific professional experience:

- Prior strong experience in Common assessment Framework methodology and model implementation, the possession of CAF Certificate shall be considered as the significant asset.
- Experience in delivering trainings and workshops in Macedonian language shall be considered as significant asset.
- Previous engagements in assignments in Western Balkans shall be considered an asset.

### Skills:

- Excellent written and oral communication skills including the ability to convey complex concepts in a clear and persuasive style tailored to match the specific audience,
- Training and moderation skills,
- High presentation skills;
- Excellent written and oral communication skills in English and in Macedonian language,
- Ability to write clear and coherent planning documents;
- Ability to work with people of different nationalities, religions and cultural backgrounds

## 5. Timing and Location

The assignment foresees work from home and on the site in Bosnia and Herzegovina in one mission. The assignment will be realized during November 2021 – May 2022. **The assignment will require up to fourteen (14) working days in total.**

## 6. Remunerations

The assignment foresees up to 14 working days.

The payment will be done in two instalments. Since the presentation of the CAF project may not happen at the exact end of the CAF project implementation, the payments will be done upon the completion of:

- For the activities 1. to 10.- first instalment
- For the activity no.11. - second instalment
- Note: No other costs will be covered apart from the expert cost per day. The expert cost per day comprises of expert's fee per day and a lump sum for covering related costs which include, travel, accommodation, local transport, meals and other incidentals.

ReSPA reserves the right to change the timing and volume of the assignment and will timely inform assigned expert if such changes occur.

## 7. Reporting and Final Documentation

The Expert will be requested to deliver the following documents before the payment is conducted:

### ***Outputs***

- Adjusted CAF questionnaires, CAF Self Assessment Report and CAF Improvement Plan report;

### ***Documents required for payment***

- Invoices (original and signed);
- Timesheets (original and signed);
- Report.