

Procurement Notice

Assignment name: Expert for preparation of the video tutorials for increasing the usage and awareness on the importance and benefits of the Human Resources Information system in the Albanian Public Administration, with a special focus on the local level.

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 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*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 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 Neighbourhood 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 organisation and a key regional endeavor 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.

ReSPA supports its members through its mechanisms of support and one of them is the in-country support mechanism. This mechanism addresses the specific needs of ReSPA Members, supporting public administration reforms in the areas covered by the ReSPA Programme of Work.

Department of Public Administration of Albania (DoPA) submitted the request for preparation of the video tutorials for increasing the usage and awareness on the importance and benefits of the Human Resources Information system in the Albanian Public Administration, with a special focus on the local level.

1.2 ReSPA now seeks to engage an Expert for preparation of the video tutorials for increasing the usage and awareness on the importance and benefits of the Human Resources Information system in the Albanian Public Administration, with a special focus on the local level.

1.3 Expected deliverables of the assignment are: as per Terms of Reference.

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

1.4 Tentative timeframe: the assignment is expected to be performed from July 2021 to September 2021.

1.5 NOTE: Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with ReSPA. In such a case, the applicant shall notify ReSPA in the application which institution is his/her employer.

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 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

Section 3. Submission of CVs and supporting documentation

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 past 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 by **14 July 2021** before 2 PM CET. Late submissions will not be considered for evaluation. **The application should contain in the e-mail the Reference Number 19100.**

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

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.

Section 5. Final Considerations

5.1 The payment will be done in installment, 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 the outcome of the procurement procedure.

5.4 Should you need any further clarifications with respect to this procurement notice, please contact: Ms. Ranka Bartula-Musikic, Programme Manager via e-mail: r.bartula@respaweb.eu, by **12 July 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) by **13 July 2021**.

Terms of Reference

Request for Services

Expert for preparation of video tutorial

Background

The Regional School of Public Administration (ReSPA) is the inter-governmental organisation for enhancing regional co-operation, 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*2 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 Neighbourhood 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 organisation 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.

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 CN 2019/ 405 139 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.

² * 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

ReSPA supports its members through its mechanisms of support, and one of them is the in-country support mechanism. This mechanism addresses the specific needs of ReSPA Members, supporting public administration reforms in the areas covered by the ReSPA Programme of Work.

This Terms of Reference (ToR) refers to the request submitted to ReSPA by the Department of Public Administration of Albania (DoPA) for preparation of the video tutorials for increasing the usage and awareness on the importance and benefits of the Human Resources Information system in the Albanian Public Administration, with a special focus on the local level.

Description of the assignment

Public administration reform in Albania remains a continuous process placed among the key priorities of the Albanian government and a crucial step in the challenging process of the country integration into the European Union. A professional, merit-based administration capable of delivering quality services to the public in a transparent, effective, and efficient manner, through the use of modern technologies and innovative services is a prerequisite for transparent and democratic governance.

In the framework of improving the capacities for the implementation of the civil service legislation and human resources management, on 26th April 2019 the integrated, standardized, online Public Administration Platform **administrata.al** was launched. The platform serves as a single point of access to all public administration institutions both central and local in order to improve the interaction between public institutions, facilitate communication and real-time information reporting, unify administrative practices and improve the quality of work in terms of well-management of human resources or public administration institutions.

The platform **administrata.al**, has a dedicated page for any citizen, who can find with a single click the main information related to the public administration (public administration reform, the program “the administration we want”, priorities, strategies, projects, employment and training).

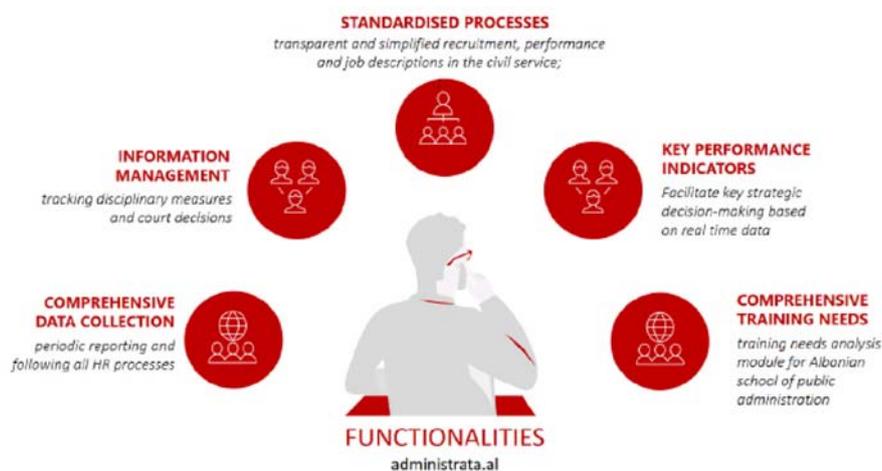


Figure 1: Illustration of “administrata.al” platform main functionalities

The “front page” serves also as a single point from which all public administration institutions both central and local can be accessed, by also providing information on the latest activities of the government and of the Albanian institutions. All this is done to be closer to the citizens and simplify the communication with them.



Figure 2: Front page of portal “administrata.al”

At the same time, as a “back office”, the platform offers a different view for the public administration employees serving as an instrument for them to facilitate their daily work. Administrata.al provides to the public administration employees (approximately 800 users) not only the legal bases and detailed steps for each human resources’ management processes but also provides templates and ready to use documents, hence ensuring the unification of practices and the minimization of errors during the managements of these processes.

In order ensure the functioning of this platform immediately and profit maximum benefits from it, intensive “Training of Trainers” various sessions were held initially with the employees of DoPA, and then other employees from human resources units and legal ones, including the local level were trained in collaboration with DoPA.

During 2020, in the extraordinary situation deriving from the Covid-19, an important achievement for the public administration was the conducting for the first time totally online³ of the recruitment procedure in the civil service, made possible thanks to the investments and initiatives undertaken in the past years towards the informatisation of key process in the public administration, and by doing so also increasing efficiency and transparency. It was the integrated communication platform **administrata.al** that made possible for the first time the e-testing in April 2020, thus enabling the conduction of recruitment procedures entirely online. This platform reconfirmed its added value to the modernization and improvement of the human resources management in the

³ With the support of the Council of Europe and Swiss Government, an informative video on the main achievements of the country in the field of Human Resource Management with the platform administrata.al and online recruitment was published (<https://www.coe.int/sq/web/tirana/-/council-of-europe-support-to-public-administration-reform-helps-in-the-response-to-covid-19-pandemic>). Also, in cooperation with SIGMA/OECD a paper on the development of fully online civil service recruitment in Albania was prepared.

public administration, through the unification and standardization of the procedures at central and local level.

Another important step towards the proper and constant use of the platform mentioned above, so it can provide accurate data at any given time, was the approval of the Council of Ministers Decision no. 833 dated 28.10.2020 "On detailed rules on the content, procedure and administration of the personnel files and the central personnel register". This CoMD, includes in its provision amongst other things, the detailed description of the usefulness of the platform, the tasks and obligations of each actor in the civil service (DoPA, CoCS, ASPA and the institutions) and the sanctions if the platform is not periodically used (sanctions which apply to the employees in the municipalities as well).

Also, to achieve one of the most important objectives of the integrated communication platform "administrata.al", which is the unification and standardization of procedures and processes of human resource management throughout the civil service (central and local level), DoPA has worked closely with the COCS by conducting periodic communications and meetings to prepare a set of common indicators for monitoring the implementation of the civil service legislation. The set of indicators developed with the support of the international expertise of the project "Implementation of Civil Service Reform in the Public Administration" funded by IPA funds, will provide accurate and complete data on the implementation of civil service legislation, therefore enabling a real-time oversight and monitoring of the work of human resource units in the civil service, with a special focus on the local government unit (LGU). Through data, information and real-time monitoring, it is ensured the accurate and efficient implementation of the functional tasks of human resource professionals in the civil service at all levels of public administration, with the ultimate result: the better management of human resources.

In addition, in order to coordinate and oversee the execution of final court decisions, an on-line reporting system has been set up on the administrata.al platform where state administration institutions report in details on the data on final court decisions, enabling in this way effective oversight of the system of former civil servants (those who won the court case) case by case. Institutions have an explicit obligation to report to this system with accurate periodic and transparent data, thus enabling DoPA and COCS to be aware and exercise their oversight competencies in real time. As per above, this essential and comprehensive tool, first of its kind in Western Balkans countries, needs to be properly promoted and made visible to the whole public administration and especially to local government units.

The main purpose/objective of this support request is to increase the comprehension and usage of administrata.al for the internal users (civil servants) and to promote the page for external visitors (public). In this way, by facilitating the communication and reporting the information in real-time. coordination and interaction between public institutions, central ones and local government units, could be implemented and developed. This could unify the administrative practices, and improve the quality of work towards the management of Human Resources and areas such as recruitment, job descriptions, evaluation of work performance, implementation of court decisions, disciplinary proceedings, etc.

Preparing and producing some explanatory videos (video tutorials) which will instruct mainly the civil servants at local level (users), step by step through the usage of the platform (from the sign up until the uploading of the data/information requested) should be a positive step towards increasing the usage and visibility of the administrata.al in a visual-friendly manner. Based on the assessment of the current situation regarding the utilization of this platform, there is a need to communicate/inform as effectively as possible the current or future users, especially on the benefits of the regular utilization of this helpful tool.

With this document, ReSPA is seeking for an expert who would prepare video tutorials for increasing the usage and awareness on the importance and benefits of the Human Resources Information system in the Albanian Public Administration, with a special focus on the local level.

Tasks and responsibilities

The Expert shall create a set of video tutorials that should be easily sharable through various channels:

- One informative video for administrata.al and one for HRMIS (as part of the modules inside the administrata.al) explaining the online utilization process (how it works, where to click, etc);
- Three videos (on the most important/complicated modules in the administrata.al - to be decided during the implementation phase of this project) which will demonstrate how to use them step by step.

The explanatory video(s) should:

1. Explain the entire benefits and usage of the platform in detail, in a visual and user-friendly way public administration employees with a special focus on the LGU;
2. Improve communication with actual and future users and increase publicity of the platform especially to the local government units;
3. Increase awareness/publicity among potential users about the online platform procedure;
4. Further increase the correct use and decrease the margin errors during the utilization of the administrata.al, specifically in the local level;
5. Improve the quality of work in the Albanian public administration, central and especially local level;
6. Provide for an innovative approach in terms of explaining how administrata.al works;
7. Provide DoPA with added capacities and experience in applying various modern tool and methodologies that may ideally be used in the future.

The Expert shall perform the tasks listed below:

1. Preparation work (4 day)

- Review of the online collaboration platform administrata.al processes and details and organize information; (1 day)

- Identifying key benefits of the collaboration platform administrata.al and setting out ways how to maximize its usage; (1 day)
- Conducting meetings with the DoPA's staff in order to detail the best approach towards presenting and explaining materials; (1 day)
- Evaluating the best options and reviewing the ideas for the entire project in order to explain the video in a visually friendly way; (1 day)

2. Preparation of videos (10 days)

- Structuring the video tutorials and drafting the video contents (visual aspect and explanatory audio text); (3 days)
- Finalizing video tutorials and content. Preparing the videos (technical aspects); (2 days)
- Preparing the videos (visual registration); (2 days)
- Preparing the videos - (addition of the explanatory text in written and audio form); (2 days)
- Making final adjustments; (1 day)

3. Presentation, finalisation of the videos and reporting (2 days)

- Presenting the video tutorials and making final adjustments accordingly; (1 day)
- Prepare a report for ReSPA with recommendations for potential similar future regional activities. (1 day)

The engaged Expert will liaise directly with DoPA team on the assignment. The Expert shall take into consideration comments and suggestions received from DoPA and the ReSPA Programme Manager in charge of the project. DoPA will provide the relevant facilities for the proper implementation of this project including all technical equipment required. Furthermore, DoPA will provide the expert with all relevant legal documents/explanations required in order to successfully produce the video tutorial.

Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

- University degree in design, technological and audiovisual arts, or similar

General professional experience:

- At least three years of relevant professional experience in design, directing or similar tasks and experience in the field.

Specific professional experience:

- Relevant information technology knowledge
- Familiarity with the latest design programs and video editing techniques.
- Proof of undertaking similar assignments in the past.

Timing and Location

The assignment foresees work from home and on location. Due to the pandemic situation face to face meetings could be held online. The work will be performed from July 2021 to September 2021.

Remunerations

The assignment foresees up to **16 (sixteen)** working days for the Expert.

No	Activity	Maximum No of working days
1.	Preparation work	4
2.	Preparation of videos	10
3.	Presentation and finalisation of videos and reporting	2
	TOTAL:	16

The final video tutorial will be subject of approval from both DoPA and ReSPA before the payment of honoraria is executed. The payment will be conducted in one (1) instalment on completion of the assignment.

Note: No other costs will be covered apart from the expert cost per day. No additional financial support may be required for technical purposes. The expert should cover the technical video-production expenses by the expert's fee.

Reporting and Final Documentation

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

Outputs

- Videos and video tutorials
- Report on the assignment with recommendations

Documents required for payment

- Invoice (signed original);
- Timesheets (signed original).