

Procurement Notice

Assignment name: **Senior Expert in Common Assessment Framework (CAF)**

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*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 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

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

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

- ✓ 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 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 Senior Expert in Common Assessment Framework (CAF)**

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, **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) by **25 November 2021**.

Terms of Reference

Request for Services

Senior Expert in Common Assessment Framework (CAF)

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^{*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 organizations. 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 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 Centre (RQMCentre) established within ReSPA structure by endorsing the Memorandum on 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

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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 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 2020 model implementation, based on EU best practice, comprising of direct technical assistance, coaching and mentoring throughout the project duration, according to the tasks and timetable agreed between ReSPA RQMC and MISA in the Project Assignment.

Having in mind the situation with COVID 19 pandemic, it is envisaged that Senior Expert works whenever possible in person (at the site) unless the actual situation does not allow it, when the Senior expert will undertake his/her duties remotely. In this respect, the modality of the provision of expertise is not specified under the section Tasks and Responsibilities.

3. Tasks and responsibilities

The Expert shall provide technical assistance to actors of the project while performing following tasks within CAF project implementation:

1. Adjustment of CAF questionnaire - to provide mentoring to CAF Programme Manager, CAF Team and Local CAF Expert, by giving proposals for adjustments and by approving the final adjusted Questionnaire to the needs of MISA. (1 working day),
2. CAF Training - to provide one day CAF Training alongside Local CAF Expert to the members of MISA CAF Project Team, including preparation of agenda, ppt presentation, and answering to the questions of participants at CAF training, (2 working days),
3. Individual Self-Assessment Phase - setting up CAF Online – to provide to each member of the Self-assessment Group a personalized and anonymous access to CAF-Online as well as clarifications of open questions (1 working day),
4. On the basis of the CAF online assessment to develop (as the basis for Consensus Workshop) one Excel document with all assessments, strengths, areas for improvement and suggestions for improvement by providing feedback and mentoring to the Local Expert, who is evaluating the results of CAF-Online questionnaire and preparing the common excel file (1 working day),
5. CAF Consensus workshop – to prepare, implement and document the 2 days CAF Consensus Workshop by providing feedback, mentoring and co-facilitating to the Local expert (3,5 days),
6. CAF Self-Assessment Report – to provide feedback and mentoring to the Local expert, by designing the report (1 day),
7. CAF Improvement Plan Workshop - to provide support to the Local CAF expert in preparing the workshop and to co-facilitate the workshop with the Local CAF expert (2 days),
8. CAF Improvement-Plan-Report - to compile the CAF improvement plan report based on the workshop results by providing feedback and mentoring to the Local CAF expert (1 working day),
9. Presentation of the CAF project results - to provide mentoring to CAF programme manager and Local CAF Expert (1,5 working day).

The Expert shall take into considerations the comments and suggestions received from ReSPA staff during the provision of his/her technical assistance. The engaged Expert will liaise directly with ReSPA and take into consideration the instructions received beforehand.

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:

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

General professional experience:

- 10 and more years of experience in working with Public Administration, in particular in the area Quality management
- Specific professional experience:
- Prior strong experience in Common assessment Framework 2020 methodology and model implementation,
- Experience in domain of Training and Facilitation in the Western Balkans and the EU member states,

Skills:

- Team work;
- Training skills and moderation skills;
- High presentation skills;
- Excellent written and oral communication skills in English;
- Ability to write clear and coherent guidance documents;
- Ability to work with people of different nationalities, religions and cultural backgrounds

5. Timing and Location

The assignment foresees work on the site in North Macedonia or/and in online modality, in one mission. The assignment will be realized during November 2021-April 2022. The assignment will require **up to fourteen days (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 8 - first instalment;
 - For the activity no.9 - 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 before the payment is conducted:

Outputs

- Adjusted CAF questionnaires, CAF Self-Assessment Report, Improvement Plan Report
- Execution (coaching and mentoring) of the CAF workshop, Consensus workshop and CAF Improvement Plan Workshop.

Documents required for payment

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