Procurement Notice

Assignment name:

eGovernment

*Reference Numbers: Expert in eGovernment*

**Section 1. Introductory Information**

* 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]](#footnote-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). 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.

The new EC grant supports the main objective of ReSPA work in 2016-2017: Improving regional cooperation in the field of PAR and EU integration and strengthening administrative capacities in the beneficiaries. This objective will be achieved through the following three pillars of ReSPA Programme of Work for 2016- 2017:

(1) European Integration Pillar: Increased capacity of public administration in the ReSPA Members necessary for successful conducting of the European Integration process;

(2) Public Administration Reform Pillar: Facilitated and enhanced cooperation and exchange of experience in Public Administration Reform and European Integration activities in ReSPA Members;

(3) Governance for Growth Pillar: Ensured effective coordination of the implementation of the Governance for Growth pillar of the SEE 2020 Strategy.

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.

1.2 ReSPA now seeks to engage one expert to provide support in activities in the eGovernment

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

1.4 Tentative timeframe: the assignment is expected to be performed during December, 2017 until February, 2018.

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 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 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:

• Length of professional experience in providing expert’s assistance in the area of eGovernment.

2.3 The required qualifications, experience 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 analysis 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](mailto:procurement@respaweb.eu) by **30 November 2017** before Midnight. Late submissions will not be considered for evaluation. **The application should contain in the e-mail title the following reference number Expert in eGovernment for the assignment in Albania**.

Public servants from 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 negotiations.

**Section 5. Final Considerations**

5.1 The payment will be done in one installment, 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 of 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: Mr. Goran Pastrovic, Programme Manager via e-mail: [g.pastrovic@respaweb.eu](mailto:g.pastrovic@respaweb.eu), by **20 November 2017** **(**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 **27 November 2017**. Any request for clarification must be sent by standard electronic communication to the above e-mail address.

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**Terms of Reference  
 Request for Services**

**Expert in eGovernment**

**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]](#footnote-2) is a beneficiary and observer. 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. So far, two EC Grant Contracts (GCs) have been implemented by ReSPA during the period 2010-2015. The new EC grant will support the main objective of ReSPA work in 2016-2017: Improving regional cooperation in the field of Public Administration Reform (PAR) and EU integration and strengthening administrative capacities in the beneficiaries. This objective will be achieved through the following three pillars of ReSPA Programme of Work for 2016-2017:

1. European Integration Pillar: Increased capacity of public administration in the ReSPA Members necessary for successful conducting of the European Integration process;
2. Public Administration Reform Pillar: Facilitated and enhanced cooperation and exchange of experience in Public Administration Reform and European Integration activities in ReSPA Members;
3. Governance for Growth Pillar: Ensured effective coordination of the implementation of the Governance for Growth pillar of the SEE 2020 Strategy.

The reform and the modernization of the administration is a continuous process in the countries with developed democracy and one of the key priorities of the Albanian Government.

**Description of the Assignment**

Public administration reform in Albania is a necessary and continuous process, which was placed among Albanian government priorities as a key instrument to improve services provided to citizens and as a condition for the country's integration processes. Enhancing the overall administrative capacity of Albania through the modernization of the Albanian public administration and strengthening its key institutions, is a key priority both for Albanian government and EU Enlargement policy. One of the most profound goals, it’s been the enhancement of public service delivery based on innovative ICT solutions. To achieve this, there are a number of Strategic Priorities with their respective objectives incorporated in the Action Plan of the Cross-Cutting Strategy “DIGITAL AGENDA OF ALBANIA 2015-2020”. A digital agenda covers a wide range of activities and the tasks of the Ministry of Innovation and Public Administration (MIPA) are diverse in a constantly changed ICT landscape. This cross-cutting strategy recognises the high potential and important role of information and communication technology (ICT) in developing a more competitive economy and a higher life quality for the citizens. However, strategic priorities have a limited life span and especially those related to ICT which is one of the fastest changing and most dynamic industries. This characteristic makes the annual report and monitoring a very critical step for the evaluation of the strategy itself as well as posing threats and opportunities simultaneously.

The monitoring of activities based on the action plan is done every three months and currently is being developed an online reporting platform as a tool used to speed up the process while increasing accuracy and responsiveness at the same time. This platform will be accessible by all the institutions responsible for reporting the progress of their respective activities as drawn in the action plan.

However, after drafting the first annual report and continuous monitoring of the Digital Albania strategy, there have been surfaced some critical observations which should be carefully considered in revisions and in new strategy developments. Few examples would be as follows:

* A strategic priority formulated in a too restrictive way, while actually bearing more than one priority.
* Similar objectives scattered across different strategic priorities
* Uneven weighting of priorities / imbalanced number of objectives assigned to each strategic priority.
* The indicators drawn, are sometimes difficult to measure and their target values may change over time

By observing the above, the reporting and evaluation process becomes critical for the success of the strategy. The annual report attempts to evaluate the strategic progress based on a set of indicators and monitoring planned activities. For this reason, we believe that a review of the monitoring and evaluation process constitute the backbone of the strategy. Consequently, the indicators used thus far should be improved or aligned with the new methodology by being based on realistic and concrete outcomes. At the moment, the Department of Innovation and good Governance is gathering data for the upcoming annual review of the Cross-Cutting Strategy “Digital Agenda of Albania 2015-2020” and the expertise would help in drafting the annual report by identifying areas of improvement as mentioned but possibly not limited to the above examples.

Consequently, the expert support will therefore precede the upcoming standardization of strategy reporting which the Government of Albania is planning to implement starting from next year.

For purpose of preparing and realizing the below described activities ReSPA has identified need for external support from individual expert in eGovernment. The expert will work closely with DIGGF staff (Dep of Innovation and Good Governance) in order to have their support to successfully complete the mission. It may also be necessary to contact other employees/institutions and such arrangements shall be facilitated.

**Tasks and Responsibilities**

The expert will prepare and execute the following:

* **Review the strategic document “Digital Agenda of Albania 2015-2020” in the contest of strategic priorities and objectives whether they are in harmony with its vision as well as each other.:**
  + **Review the action plan and the indicators which are parts of the Digital Agenda. (2 days)**
  + **Establish a link between the Action Plan and the Indicators in order to evaluate how the indicators measure the progress and evaluation of the Digital Agenda based on the action plan (1 day)**
  + **Reviewing the necessary legislation to identify whether potential or actual obstacles have/may appear towards achieving the vision and the implementation of the DA’s action plan. (2 days)**
  + **Review the strategy in order to be compliant with the new changes promoted by the office of the Prime minister regarding the use of digitally signed documents in public offices. (1 day)**
  + **Review the necessary actions to undertake in order to facilitate the verification of digitally signed documents in all public offices by using the e-albania portal. (1 day)**

*Number of days: 7 days*

* **Conduct peer to peer interviews with the main stakeholders responsible for the implementation of the DA Strategy identifying possible models / concepts for implementation of the Directive**
  + **Conduct interviews; (2 days)**
  + **Drafting a new approach/methodology of the monitoring and the evaluation process of the DA strategy (2 days)**
  + **Meeting with the staff of the DIGG to present the final findings and the draft of the report (1 day)**
  + **Deliver a report on the steps to improve the monitoring system with concrete explanation/measures and necessary amendments to the strategic documents.**

*Number of days: 5 days*

* **Reporting**
* **Organize a workshop for report delivery to DIGG**

*Number of days: 1 day*

**Throughout the duration of the assignment, the expert will liaise closely with ReSPA and with the Ministry of Innovation and Public Administration (MIPA) of Albania.**

*The total number of the assignment is up to 13 working days.*

**Necessary Qualifications**

The expert shall possess the following qualifications:

Educational background:

* Advanced University degree in Informatics and/or Science; MSc or equivalent is a required asset.

General professional experience:

* More than 7 years of general professional experience in the private sector; at least 1 experience in IT auditing is required.

Specific professional experience:

Minimum of 4 year of experience working with organizing and/or conducting studies and/or teaching on the strategies and reforms on IT fields (legislative, information society, public administration, etc)

Skills:

* Team work;
* Analysing and report preparation skills
* Training skills and moderation skills;
* Excellent written and oral communication skills in English and French and in at least one of the local languages spoken in the ReSPA’s remit;
* Ability to write clear and coherent guidance documents;

**Timing and Location**

This assignment is mixture of both home-based work and field work which will consist in peer to peer interviews in Tirana. The event is planned to be implemented from December 2017 until February 2018 and the exact dates of the implementation will be agreed between the expert and MISA (beneficiary institution).

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| **Activity** | **Location** | **Dec. 2017** | **Jan. 2018** | **Feb. 2018** |
| **Review the action plan and the indicators which are parts of the Digital Agenda.** | Home based | tbc |  |  |
| **Establish a link between the Action Plan and the Indicators in order to evaluate how the indicators measure the progress and evaluation of the Digital Agenda based on the action plan** | Home based | **tbc** |  |  |
| **Reviewing the necessary legislation to identify whether potential or actual obstacles have/may appear towards achieving the vision and the implementation of the DA’s action plan.** | Home based | **tbc** |  |  |
| **Conduct interviews** | Tirana, Albania | **tbc** |  |  |
| **Drafting a new approach/methodology of the monitoring and the evaluation process of the DA strategy** | Home based | **tbc** |  |  |
| **Meeting with the staff of the DIGG to present the final findings and the draft of the report** | Tirana, Albania | **tbc** |  |  |
| **Deliver a report on the steps to improve the monitoring system with concrete explanation/measures and necessary amendments to the strategic documents. (Workshop)** | Tirana, Albania | **tbc** |  |  |

**Remunerations**

The selected expert will submit the financial offer including methodology, number of days and unit per day. The payment will be done in one instalment, following the submission of the final report.

*Note:* ReSPA will provide per-diems related to the assignment in line with the EC per diem rates for the Albania where the event will take place. ReSPA will also organize the international round trip travel for the Expert to the event cite and back.

**Reporting and Final Documentation**

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

* Final version of the:
  + Detailed analysis of the strategic document “Digital Agenda of Albania 2015-2020” in the contest of strategic priorities and objectives;
* Timesheets (original and signed);
* Boarding passes (original);
* Invoices (original and signed);

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 [↑](#footnote-ref-1)
2. \* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence [↑](#footnote-ref-2)