Procurement Notice

Assignment name: CAF training in Kosovo\*

*Reference Numbers: 17070 CAF Expert for the assignment in Kosovo\**

**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. The 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 Common Assessment Framework (CAF).

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

1.4 Tentative timeframe: the assignment is expected to be performed from February until end of April 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 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 Common Assessment Framework.

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 **19 February 2018** before Midnight. Late submissions will not be considered for evaluation. **The application should contain in the e-mail title the following reference number CAF Expert for the assignment in Kosovo\***.

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 made 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 concerning this procurement notice, please contact Mr Goran Pastrovic, Programme Manager via e-mail: [g.pastrovic@respaweb.eu](mailto:g.pastrovic@respaweb.eu), by **12 February 2018** bymidnight, 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 **19 February 2018**. 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**

**Assignment for Quality Management Expert**

**Specialized for CAF for Kosovo\***

**(Activity No. 17070)**

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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.

**Description of the Assignment**

The Government of Kosovo\* has placed the reform of public administration among its key priorities. In 2011, the Ministry of Public Administration (MPA) initiated the need to improve the delivery of public services through the introduction of quality management models. Hence, the MPA organized a conference on the Common Assessment Framework (CAF) with the aim of raising the awareness of the public institutions about the benefits of quality management models. CAF model was applied by the Kosovo Institute of Public Administration (KIPA) during the two self-assessments that were conducted in 2011 and 2013. The results of these activities have highlighted the fact that CAF offers a unique opportunity to be an incentive for improvement process in the public administration and to ensure successful implementation of ongoing reform efforts, particularly in the process of European integration.

European Commission recommends the Member States to implement CAF in the structure of public administration because of its advantages. Implementation of the Common Assessment Framework in Kosovo is conducted by KIPA, which is responsible for the implementation of training policies and strategies, education and capacity development of the civil service. In the past, KIPA received external support to become a focal point for CAF network of Kosovo’s public administration and to serve as multiplier -- training other institutions in the use of CAF as a quality management tool.

In 2018-2019, the MPA plans to support the introduction of CAF in four ministries and one municipality. At the moment, there are only 6 CAF trainers and KIPA’s capacities are not sufficient, not just to implement the training volumes, but also to support public organizations consistently in the implementation of CAF. The CAF training plan includes all civil servants from five institutions, including line agencies. The implementation of training plan may extend beyond 2018, depending on the sufficient number of trainers and preliminary success of introduction and implementation of CAF.

With this document, ReSPA is seeking one Quality Management expert specialized in CAF (Common Assesment Framework) who would support Kosovo\* administration in designing:

1. Prepare a CAF training module for trainers that must comply with the highest standards;
2. Organize and implement a 10-day CAF training of trainers (ToT) that will help the participants to gain essential knowledge how to implement the CAF training independently;
3. Draft a concept/plan how to apply and strengthen implementation of CAF model in public administration.

Work will be coordinated with the designated representative of Kosovo Institute for Public Administration (KIPA) and responsible ReSPA Programme Manager.

**Tasks and Responsibilities**

The engaged expert will prepare and execute the following:

* Prepare a CAF training module for trainers that must comply with the highest standards for modules (5 working days), by the end of February 2018.
* Organize and implement a 10-day CAF training of trainers (ToT), i.e., 10 (ten) working days, by 23 March 2018,
* Draft a concept/plan how to apply and strengthen implementation of CAF model in public administration including final report (5 working days) by 6 April 2018;

Throughout the assignment, the regional expert will liaise closely with ReSPA and KIPA.

**Necessary Qualifications**

The Expert shall possess the following qualifications:

Educational background:

* University degree in the area of Political science, Quality management, Organizational management or related field;

General professional experience:

* Minimum 10 (ten) years of professional experience in the field of Public Sector Quality Management with the emphasis on CAF implementation;

Specific professional experience:

* Substantial experience in organizational design of professional trainings in QM and CAF;

Skills:

* Teamwork;
* Outstanding communication skills;
* Excellent written and oral communication skills in English;
* Ability to write clear and coherent guidance documents;

**Timing and Location**

This assignment is home-based and on location. The date for the completion is 6 April 2018.

**Remunerations**

The selected expert will submit the financial offer including methodology and unit per day. The payment will be made in one installment, following the submission of the final.

Note: No additional payments are to be covered during the assignment (i.e., Per Diem, etc.).

**Reporting and Final Documentation**

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

* The final version of the:
  + Training outline, Concept/plan how to apply and strengthen implementation of CAF model in public administration Final report encompassing training reports including participant’s evaluation results and recommendations for the follow up.
* 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)