

Procurement Notice

Assignment name: Lead Expert for Quality Management

Reference Numbers: 17013, 17016, 17043

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 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 area of Quality Management.

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 during period April - October 2017.

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 Quality management.

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 by **17 April 2017** before Midnight. Late submissions will not be considered for evaluation. **The application should contain in the e-mail title the following reference number 17013, 17016 and 17043.**

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, by 12 April 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 14 April 2017. Any request for clarification must be sent by standard electronic communication to the above e-mail address.

TERMS OF REFERENCE

One Lead Expert for Quality Management

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 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.

For purpose of preparing and realizing the events, ReSPA has identified need for external support from individual experts, speakers and contributors from regional level as well as from EU level.

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

Description of the Assignment

Based on the recommendations from related ReSPA working groups, it was decided to organize several high-level events. During May 2017, it is expected to organize the conference devoted to Service Delivery as a comprehensive component of the PAR, which will be realized on 18 and 19 May 2017 in Tirana, Albania. The event will be closely organized with the Government of Albania (GoA). The conclusions from latter mentioned event will feed in the final agenda of 10th ReSPA Annual Conference which will be organized in October 2017. In between those two events, feasibility study on establishment of ReSPA regional centre for quality management will be conducted as a follow up to ReSPA baseline QM regional study.

By means of these Terms of Reference (ToR), ReSPA is seeking for one expert Quality Management – a lead expert who would support ReSPA in developing and implementation of the below listed activities.

Tasks and Responsibilities

The Quality Management Experts shall work closely with ReSPA in performing the tasks foreseen with this document and as elaborated above. Moreover, the experts shall perform the following tasks and responsibilities:

APRIL 2017

- 1) Set up general plan of action (2-3 pages) ensuring continuity and sequencing of ReSPA activities;
- 2) Meeting with ReSPA (the location of the meeting will be agreed once the assignment is initiated);

Number of days for 1) and 2): 3 days (2 days for document design and 1 day for the meeting)

MAY 2017

- 3) Support preparation of the Conference in Tirana devoted to service delivery on 18-19 May 2017:

- ✓ Prepare the synopsis for the sessions related to QM with set of questions
- ✓ Support preparation of the introductory speech for the event
- ✓ Communicate in advance with the sessions speakers (if applicable)
- ✓ Support to preparation of the report with an emphasis of role of ReSPA QM related activities in the process of improvement of public service delivery (follow up)

Number of days for 3): 3 days (2 for preparation and 1 for reporting)

APRIL – SEPTEMBER 2017

4) Prepare feasibility study on the establishment of ReSPA QM regional centre following the structure within the guideline for the assignment. The assignment will be composed of the following activities:

- *gathering expectations on QM centre*
 - *Expectations from institutions in ReSPA member countries via online questionnaire (cca 6 days)*
 - *define questionnaire*
 - *implement*
 - *define target group(s)*
 - *analysis*
 - *Quality assurance & guidance*
 - *Assure Contacts with contract authority*
 - *Gather Expectations from ReSPA QM group members via focus group(s) (the date and place will be defined with ReSPA) (cca 5 days)*
 - *preparation*
 - *implementation*
 - *Quality assurance & guidance*
 - *Assure Contacts with contract authority*
- *QM centre operationalisation (cca 5 days)*
 - *Comparative overview of national/EU/international QM centres (cca 5 days)*
 - *Design different scenarios for a QM centre in Respa and the operational implications*
- *Work closely with regional expert and supervise his/her work*

Number of days for 4):21 days

OCTOBER 2017

5) Support activities i.e. prepare the questions for related sessions and moderate at least two sessions in October 2017 at 10th ReSPA Annual Conference (exact date to be defined):

- ✓ moderate during day one the session related to QM (presentation of ReSPA QM regional study) and present Feasibility study on ReSPA QM centre
- ✓ during day two moderate the session *devoted to collaboration with CSOs / Think thanks*

- ✓ support the identification of speakers, communicate with speakers engaged in above stated two sessions and prepare the questions for them
- ✓ finalize of the related documents including the follow up activities (Draft agenda for 11th ReSPA Annual Conference and contribute to the final conclusions)

Number of days for 4): 6 days (4 for preparation and reporting and 2 for implementation)

Total number of days: up to 33

Liaise directly with ReSPA and take into consideration the instructions received beforehand.

Necessary Qualifications

The Lead Expert shall possess the following qualifications:

Educational background:

- M.Sc. in Social Sciences, Economy, Business Administration, Development studies, Public Administration, or related field;

General professional experience:

- Minimum 15 years of experience in the field of Public Sector Quality management (CAF, EFQM, ISO and client satisfaction management);

Specific professional experience:

- Prior experience in research and development of Comparative Studies/ research analysis and similar papers in relation to the assignment;
- Working experience on similar networking and capacity building activities in the domain of Quality Management or Public Administration at national level and EU/international level;
- Proven working experience as trainer/consultant on Quality management approaches in the Western Balkan region
- Proven equivalent experience to the above mentioned "establishment of ReSPA QM regional centre" in other EU countries

Skills:

- Team work;
- Project development skills;
- Training skills and moderation 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

Timing and Location

ReSPA will provide overall technical and logistical support for participation of the Expert in the ReSPA activities. ReSPA reserve the right to change the timing and location of the activity and will timely inform the expert.

- 1) The first meeting which will ensure continuity and sequencing of ReSPA activities will be organised at the initiation of the assignment (the exact date and place of the meeting to be defined);
- 2) Service Delivery Conference in Tirana preparatory activities will be home based during April and May 2017;
- 3) Feasibility study on the establishment of ReSPA QM regional centre will be initiated in April and will last until 1st September 2017.
- 4) 10th ReSPA Annual Conference will be organized in Podgorica, Montenegro on 12-13 October 2017.

Activity	Location	April	May	June	July	Aug.	Sept.	Oct.
1) Setting up an action plan and meeting at ReSPA	ReSPA	tbc						
2) Service Delivery Conference	Home based							
3) Feasibility study on the establishment of ReSPA QM regional centre	Brussels							
4) 10 th ReSPA Annual Conference	Podgorica							12-13

Remunerations

The selected expert will submit the financial offer including methodology and unit per day. The payment will be done in three instalments, following the submission of the reports (one after each event).

Activity	Maximum number of working days
1) Setting up an action plan and meeting at ReSPA	3
2) Service Delivery Conference in Tirana	3
3) Feasibility study on the establishment of ReSPA QM regional centre	21
4) 10 th ReSPA Annual Conference	6
TOTAL	33

Payment will be conducted in three instalments³:

1. First installment on conducting the first two activities: (1) submitted plan of actions and meeting and 2) support to the preparation of Service Delivery Conference in Tirana and
2. Second installment on conducting of 3) Feasibility study on the establishment of ReSPA QM regional centre;
3. Third - final installment on conducting: 4) 10th ReSPA Annual Conference in Podgorica, Montenegro.

Note: in case the event is being organised at ReSPA campus, no per-diems are to be covered during the assignment. However, ReSPA will reimburse the international round trip travel for the Expert to and from Podgorica; ReSPA will organise and cover the transfers of the Expert from Podgorica Airport to Danilovgrad and back; and arrange and cover full accommodation including all meals and refreshments.

In case of organisation of the event out of ReSPA Campus, ReSPA will provide per-diems related to the assignment in line with the EC per diem rates for the specific country where the event will take place. ReSPA will also reimburse the international round trip travel for the Experts to the event cite and back.

Reporting and Final Documentation

The expert will be requested to deliver the following documents:

- Four⁴ reports, submitted two weeks upon completion of each event;
- The submission of the following:
 - *Timesheets* (original and signed);
 - *Invoices* (original and signed);
 - *Boarding passes* (original).

Should be in accordance with the above stated deadlines for the reports submission

Ms. Marija Orovic

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Regional School of Public Administration - ReSPA

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³ Separate reports will be designed for all related events

⁴ For each of the events including Feasibility study.