Procurement Notice

Assignment name: **Senior eGovernment Expert - Delivery of the ITIL Service Catalogue- In Country support for BiH**

Activity number: **In-country Support for Bosnia and Herzegovina**

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, North 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 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.

In-country mechanism is ReSPA activity that enables ReSPA members to apply for related expertise support. In the framework of the latter mentioned type of activity ReSPA is looking for Senior eGovernment Expert who would need to overview on situation in Montenegro concerning digital infrastructure, stakeholders involved and services in place, build or planned, prepare set of recommendations on methodology for realization of Catalogue of services, determine possible gaps and design shortcomings that may be obstacles for service delivery or further development of robust digital infrastructure, prepare simple implementation plan for selected services and set of recommendations and solutions that will improve ability for further service creation and optimization of whole digital ecosystem.

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;

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[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

- 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 **12 March 2021** before 4 PM CET. Late submissions will not be considered for evaluation. **The application should contain in the e-mail title the following reference:** *Senior eGovernment Expert - Delivery of the ITIL Service Catalogue-In Country Support for BiH*

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 one 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 Olivera Damjanovic, Programme Manager via e-mail: o.damjanovic@respaweb.eu, by **9 March 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 **10 March 2021**.

Terms of Reference

Request for Services

Senior eGovernment Expert

Delivery of the ITIL² Service Catalogue-In Country support for BiH

1. 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*³ 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.

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.

In-country mechanism is ReSPA activity that enables ReSPA members to apply for related expertise support. In the framework of the latter mentioned type of activity, ReSPA is looking

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² ITIL-Information Technology Infrastructure Library. ITIL is defined as a framework with a set of best practices for delivering efficient IT support services. It enables organizations and individuals to deliver cost-effective IT Service Management, aligned with business vision, strategy and growth and acts as a single point of contact between service provider and end users.

³ * 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

for Senior eGovernment Expert who would need to create an ITIL service catalogue for the General Secretariat of the Government of the Federation of Bosnia and Herzegovina.

2. Description of the assignment

Having in mind the state of the art, significant legal[4] and strategical[5] measures have been put in place in the Federation of Bosnia and Herzegovina (Federation BiH) for improving the digitalization of public services in public administration

General Secretariat of the Government of Federation BiH carries out the expert-technical work required by the Government of the Federation of Bosnia and Herzegovina (hereinafter the "Government"), the working bodies of the Government, the Prime Minister/President of the Government of the Federation of Bosnia and Herzegovina, Deputies of Prime Minister of the Federation of Bosnia and Herzegovina (Federation of BiH) and the Government's Members.

Relevant to the service needed are the following tasks of the General Secretariat: organization of the sessions of the Government and working bodies of the Government, creation and maintenance of the e-Register of Administrative Procedure Cases in the Federation of BiH, monitoring of the implementation of the projects related to the IT system of the Government.

Additionally, the General Secretariat is responsible for issuing of the in regard to the measures ensuring IT security and interoperability in communication between the civil service administration bodies and the Government.

It is the duty of the General Secretariat to provide IT support in utilization of common IT projects, to analyse, standardize and upgrade the information and services provided by the Federation BiH authority organs through the web. Besides, it is the responsibility of the General Secretariat to prepare and enforce the contracts from IT area, to represent the organs of the Federation BiH in the IT sector at the BiH state level, to draft the standard and recommendations in IT area and provide support to the Government's IT system users.

Given that General Secretariat is executing expert-technical work as requested by the Government and in this view especially monitoring of implementation of the projects related to IT systems of the Government, in the absence of developed set of recommendations

designed to standardize IT management practices across government functions, there is an obvious need to get the *expert assistance for delivery of the ITIL service catalogue as the single source of accurate information on all IT services that are offered.*

ITIL service catalog would help the IT department of the General Secretariat to list all the IT services that the IT department provides for end users. Additionally, IT team will also benefit from having defined workflows for providing services, especially of consistent information collection.

Senior eGovernment Expert being requested will support General Secretary to improve its ability to communicate, exchange information and make use of existing information through ITIL standards. The results of this expertise will be furtherly implemented in local government units in the Federation of BiH and widely used for other administrative levels in BiH.

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[4] FBIH Government Decision on the adoption of the BiH Interoperability framework, Official Gazette 56/16

[5] FBIH Government Decision on the adoption of the Strategic document for Public Administration reform in BiH 201-2022, Official Gazette 54/18

3. Tasks and responsibilities

The Expert shall conduct the following:

1. Define:

    o   customer facing services which are visible to the business

    o   supporting services which are required by the service provider to deliver *(5 working days)*

2. Define:

    o   an identification label for the service and description of the services being provided and types of related service requests,

    o   supporting services, how they impact the overall business' goals,categorization of services which allow it to be grouped with similar services,

    o   ownership and accountability for the services,security and access permissions to the service catalog and services, and dependencies between business processes,

    o   customer facing services, supporting services, hardware, software, applications, data,

    o   define Recovery Time,objective (RTO) and Recovery Point Objective (RPO) of the services,

    o   the costs associated with the service,the points for escalation and important contracts,

    o   service Level Agreement (SLA) data,

    o   the procedure explaining, everything from requesting of a service to how the delivery is fulfilled.

    Outputs: Business Service Catalog and Technical Service Catalog.*(10 working days)*

3. Create and manually deliver outputs:

    o   Service Catalogue,

    o   Document with guidance and **recommendations** for service catalog regular update and maintenance. *(5 working days)*

4. Reporting (1day)

    o   Preparation of the input for the report for ReSPA with recommendations for future regional activities. (*1 working day*)

The Expert shall take into considerations the comments and suggestions received from ReSPA staff. The engaged Expert will liaise directly with ReSPA and take into consideration the instructions received beforehand.

The final products will be subject to approval from ReSPA before the payment is executed.

Total number of days is up to twenty-one (21) working days.

4. Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

- o At least BsC degree in Computer Sciences, Social Sciences, Public Administration, or other related fields;

General professional experience:

- o Minimum 10 years of professional experience in the field of digitalization of public services;

- o Minimum 10 years of professional at leading / managerial positions with responsibility for digitalization developing and implementing reforms in public sector;

Specific professional experience:

- o Experience and knowledge of EU digital policies and projects and work of international organizations;

- o Experience in analysis of (robust) digital infrastructure;

- o Experience in introducing and management of cloud technology, big data and general new technologies;

- o Management of Risk assessment;

- o Experience in transformation of organisational culture and relationships with citizens in service delivery process;

Skills:

- o Team work;

- o Training skills and moderation skills;

- o High presentation skills;

- o Excellent written and oral communication skills in English;

- o Ability to write clear and coherent guidance documents;

o   Ability to work with people of different nationalities, religions and cultural backgrounds

5. Timing and Location

The assignment foresees work from home and on the site in Sarajevo, Bosnia and Herzegovina (to be agreed with final beneficiary). The assignment will be realized during March -May 2021. The assignment will require up to up to twenty (21) working days.

6. Remunerations

The payment will be done in one 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 the following documents before the payment is conducted:

Outputs

o   All the foreseen activities and outputs as described in the Tasks and responsibilities.

Documents required for payment

o   Invoices (original and signed);

o   Timesheets (original and signed);

o   Report as per the ReSPA format for Expert Report.