

Procurement Notice

*Assignment name: **Senior Expert in Digital transformation and Innovation in Public Administration***

Activity number: 20006 Seasonal School on Digital Skills 2020

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, Montenegro, North Macedonia and Serbia, while Kosovo* 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.

ReSPA and OECD-SIGMA jointly organize the Public Administration Awards in the Western Balkans with the aim to identify, recognize, and reward efforts that advance, promote and anchor effective, efficient, transparent, accountable, innovative and citizen-centered public governance, administration and services in Western Balkan countries. This is crucial for the stability, the sustainable development and the resilience of the countries in the region. They are also fundamental paths and enablers for the European Union membership.

ReSPA is celebrating the 10th Anniversary during November 2020, together with its employees, partners institutions, prominent expert and many others who have been building this successful story in the last 10 years.

These important milestones will be promoted simultaneously, thus the visual and marketing material should be developed consequently. For these important milestones should be developed visual identity and marketing material.

ReSPA operates through the Secretariat which its 15 staff members from the Western Balkan region and is located in Danilovgrad, Montenegro.

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;
- ✓ 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 **20 May 2020** before 3 PM CET. Late submissions will not be considered for evaluation. **The application should contain in the e-mail title the following reference: 20006 Senior Expert in Digital transformation and Innovation in Public Administration - Seasonal School on Digital Skills 2020**

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: Goran Pastrovic, ReSPA Programme Manager via e-mail: g.pastrovic@respaweb.eu,

by **18 May 2020** (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 **19 May 2020**.

Terms of Reference

Request for Services

Senior Expert in Digital transformation and Innovation in Public Administration

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, Montenegro, North Macedonia 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.

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.

2. Description of the Assignment

As response to the situation in Public Administration in the Western Balkans caused by a global pandemic, ReSPA COVID-19 Western Balkans Digital Collaborative Platform has been established in April 2020 jointly with Office of innovation, California Health and Human Service agency (CHHS). Gathered inputs received by the public administration representatives from Albania, Bosnia and Herzegovina, North Macedonia, Montenegro and Serbia have set a ground for number of online activities (workshops and seminars) aiming to support Public Administration institutions in overcoming crisis caused by pandemic. Those activities, planned to be realized in the period May-September 2020 are recognized as preparatory activities for ReSPA Seasonal School on Rapid Innovation Lab experience, which has been set for September 2020. It will reflect the 21st century trends in digital service design i.e. development of cross-functional “T” shaped skills (to support digital transformation and business agility of the public sector). As such ReSPA seeks to introduce a Seasonal school set as 5-day intense training lab/program in the digital service design disciplines (design thinking, agile project and

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

product management, human-centered design). The programme of ReSPA Seasonal School on Rapid Innovation Lab experience will encompass the following techniques: crisis communication, digital service, product driven, agile, lean and human centered design which have been tested - in the private sector and that have been customized for the government workforce. In addition, Seasonal School will include techniques on design thinking, change management, emotional intelligence, and (online) facilitation techniques and wellbeing. With this document, ReSPA is seeking for Senior Expert in Digital transformation and Innovation in Public Administration who would be engaged in Seasonal School preparatory activities, Seasonal School and the follow up.

Maximum number of trainees that will take part at the Seasonal School will be up to forty (40).

Preparation phase (up to 10 days in total)

- Get basic familiarity with ReSPA Regional study on Service delivery that can be downloaded from <https://www.respaweb.eu/11/library#respa-publications-2018-7>
- Skype interviews with responsible RESPA staff designated to the implementation of the Seasonal School;
- Support Senior Expert in Digital transformation and Designation to prepare and set up for the participants interviews with users, structured feedback sessions for final presentations
- Moderate at least five (5) on-line meetings / webinars in the period May – September 2020 as a preparatory activities of the Seasonal School
- Preparation of presentations and interactive exercises in accordance with the agenda of the Seasonal School (to be prepared).

Seasonal School delivery (up to 5 days) in September 2020 (dates TBC)

The Expert will be engaged on for the following days of the Seasonal School - Day 1, Day 2, Day 3, Day 4 and Day 5. In total 5 days for the delivery (for conducting below stated presentations, interactive sessions and moderation).

1st day of the Seasonal School

Support engaged team of experts in setting up and delivering lightning talks and team building session

- Work with Seasonal School participants to identify and frame challenge they will be working on during 5 days of school. Work with the participating teams to reframe and smallify the challenges.
- Set up, manage and curate the challenge wall – which will act as go to space for participants to flesh our key learning, questions and areas of interest during the event

2nd day of the Seasonal School Implements facilitation of the sessions in collaboration with other experts.

3rd day of the Seasonal School

- Work with Senior Expert in Digital transformation and Designation to conduct the participants interviews with users and structured feedback

4th day of the Seasonal School

- Work with Senior Expert in Digital transformation and Designation to support the participants' final presentations.

5th day of the Seasonal School

- Collaborates with Senior Expert in Digital transformation and Designation to break participants in groups and help facilitate discussions based on their areas of interest
- Prepares the toolkit and playbook artefact to share with participants
- Collects tools and methodologies throughout the Senior Expert in Digital transformation and Designation and prepares the toolkit and playbook artefact (4) to share with participants after the conference

Follow up (up to 4.5 days)

The Expert will be engaged on for the follow up phase by providing online mentoring and coaching for the beneficiary institutions primarily in domain of digital transformation of WB administrations (e.g. how to plan management in crisis communication, etc.).

Reporting (0.5 day will be designated for reporting)

The report (up to 4 pages which will be structured as follows: Intro, Description of Conducted Activities (up to 1 page) and Lessons Learnt and Recommendations for multiplying effects generated by the event (up to 3 pages) should be aligned with the other experts engages coordinated by responsible ReSPA Programme Manager.

The Expert should conduct the Seasonal School at ReSPA premises or virtually, if the COVID-19 pandemic makes it impossible to organise a face-to-face workshop.

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 (event preparation and execution) is up to twenty (20) working days.

4. Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

- At least an MBA or MS degree in Business Administration, Organizational Change Management, Design or other related fields;

General professional experience:

- At least 10 years of relevant experience in the field of innovation in public administration and or social impact sector.

Specific professional experience:

- At least 5 years of experience in providing support to the innovation and human centered change management in public administration
- Relevant international experience (Western Balkans, the EU, etc.) in speaking/training on the topic of Digital Transformation.

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 from home including on line consultations and, if possible, on-site in Montenegro, taking into account COVID-19 pandemic which should be agreed with ReSPA Secretariat. The assignment will be realized during May-December 2020. The assignment will require up to twenty (20) working days.

6. Remunerations

The assignment foresees up to twenty (20) **working days** for the Senior Expert in Digital transformation and Innovation in Public Administration.

Activity	Max. No. of working days
Preparation	10
Seasonal School delivery	5
Follow up	4.5
Reporting	0.5
TOTAL:	20

The payment will be done in two (2) installments.

- The 1st installment will be realized after the submission of preparatory materials (set up for the participants interviews with users, structured feedback sessions, etc);
- The 2nd installment after the implementation of the Seasonal School, executed follow up and submitted report.

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

- Presentations and reports as foreseen in tasks and responsibilities
- Execution of presentation and interactive sessions as foreseen by the chapter Tasks and responsibilities.

Documents required for payment

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