

Procurement Notice

Assignment name: **Senior Expert in EFQM**

Activity number: **20003 QM webinars**

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 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 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.

Following decision of the ReSPA Governing Board at ministerial level, ReSPA Working group on Quality in Public Administration and Public services has been set in 2015. In the next three years three consecutive regional studies have been realized in subject area focusing on the Western Balkans. Those studies were: Quality Management in Public Administration and Public Services (2017), Feasibility report on ReSPA Quality Management Centre (2017) and Baseline of Comparative study on service delivery (2018).

Based on the findings of the above-mentioned Feasibility report on ReSPA Quality Management Centre, has been initiated at the end of 2018 passing successfully the CAF Feedback process in June 2020 and obtaining the CAF label. 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 (within ReSPA Quality Management Centre) 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

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

activities (workshops and seminars) aiming to support Public Administration institutions in overcoming crisis caused by pandemic. One of the identified topics is related to Quality Management is also obtaining necessary knowledge and skills related to the EFQM model i.e. European Foundation for Quality Management. With this document, ReSPA is seeking for Senior Expert in EFQM who would be engaged in EFQM 2020 webinar.

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 **28 September 2020** before 5 PM CET. Late submissions will not be considered for evaluation. **The application should contain in the e-mail title the following reference: 20003 Senior Expert in EFQM**

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: Mr. Goran Pastrovic, Programme Manager via e-mail: g.pastrovic@respaweb.eu, **23 September 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 **25 September 2020**.

Terms of Reference

Request for Services

Senior Expert in EFQM

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, North Macedonia, Montenegro and Serbia, while Kosovo*² 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

Following decision of the ReSPA Governing Board at ministerial level, ReSPA Working group on Quality in Public Administration and Public services has been set in 2015. In the next three years three consecutive regional studies have been realized in subject area focusing on the Western Balkans. Those studies were: Quality Management in Public Administration and Public Services (2017), Feasibility report on ReSPA Quality Management Centre (2017) and Baseline of Comparative study on service delivery (2018).

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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. One of the identified topics is related to Quality Management is also obtaining necessary knowledge and skills related to the EFQM model i.e. European Foundation for Quality Management. With this document, ReSPA is seeking for Senior Expert in EFQM who would be engaged in EFQM 2020 webinar.

Maximum number of trainees that will take part at the EFQM webinar will be up to twenty-four (24).

Preparation phase (up to 6 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 CAF 2020 webinar;
- Get basic familiarity with ReSPA Multi-sectoral analysis
- Conduct pre-event needs analysis of the participants
- Preparation of presentations and interactive exercises in accordance with the agenda (to be prepared) of the EFQM 2020 webinar.

EFQM 2020 webinar delivery (up to 1 day)

The Expert will responsible for design and implementation of the following presentations:

- Module 5 RADAR (Results, Approach, Deployment, Assessment and Review)
- Module 6 Using the EFQM Model and RADAR
- Module 7 The EFQM's Digital Platform
- Module 8 Next Steps

Follow up (up to 2 days)

- Design of the follow up plan

Reporting (1 day will be designated for reporting)

The report will be up to 1 page and should be aligned with the other engaged Senior Expert in EFQM and Public Administration Reform coordinated by responsible ReSPA Programme Manager.

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 ten (10) working days.

4. Necessary Qualifications

The Expert shall possess the following profile:

Qualifications and skills:

- At least an BsC degree in Public Administration, Organizational Change Management, Design or other related fields;

General professional experience:

- At least 7 years of relevant experience in the field of quality management.

Specific professional experience:

- At least 5 years of experience in providing support to the quality management in public administration
- Relevant international experience (Western Balkans, the EU, etc.) in speaking/training on the topic of EFQM.

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 seminar. The assignment will be realized during July 2020.

6. Remunerations

The assignment foresees up to ten (10) for the Senior Expert in EFQM.

Activity	Max. No. of working days
Preparation	6
EFQM training delivery	1
Follow up and Reporting	3
TOTAL:	10

The payment will be done in one (1) 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

- Presentations as foreseen in tasks and responsibilities
- Execution of webinar.

Documents required for payment

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